

# Profit Protection Manual

2022



**Unit Address:**

**Postcode:**

|  |  |
|--|--|
| Unit Manager Name & Contact Number:              |  |
| Client Contact Name & Number (Where Applicable): |  |
| Regional Manager Name & Number:                  |  |
| Head of Operations Name & Number:                |  |
| Finance Manager name & Number:                   |  |
| Profit Protection Manager Name & Number:         |  |
| Regional Manager Name & Number:                  |  |
| Unit Cash Target:                                |  |
| Unit Stock Target:                               |  |
| Safe Insurance Limit:                            |  |

#### **Other Useful Contact Details**

HR Helpline: 0121 457 5555

IT Support line: 0121 457 5555

Parklands Head Office: 0121 457 5000

Commercial Support: 0844 247 6000 / foodbuy.support@foodbuy.eu

Banking Queries: unit.banking@compass-group.co.uk

G4S Queries: Telephone 0208 7226730

Credit Card Queries: Financial Accounts Telephone Number: 0121 457 5085

I confirm that I have read and understand all the procedures contained within the Compass UK & Ireland Procedures & Control Log Manual.

I agree to comply with the procedures and understand that if I do not I may be subject to disciplinary action up to and including dismissal.

Manager Name: ..... Regional Manager Name: .....

Manager Signature: ..... Regional Manager Signature: .....

Date: ..... Date: .....

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## Introduction

The procedures in this manual have been designed to ensure the risk of shrinkage to the company is managed. The procedures also place great emphasis on the safety and wellbeing of our employees, customers and contractors.

Profit Protection continually review company procedures to ensure they are robust and meet the needs of the business to minimise the risk of theft, fraud and shrinkage through process.

This manual should be read carefully by all appropriate employees to ensure they understand the procedures.



The responsibility for the protection of our people, property, profit and brand is the responsibility of all Compass employees.

Throughout this manual the following icons have been used to help highlight areas of importance.



Indicates an action to be carried out.



Indicates an area of high risk where extra care must be taken.



Indicates best practice or tips to further reduce risk.

The business recognises that operational structures can vary between sectors. For the purpose of this manual the reference to Regional Managers also relates to Contract Managers & General Managers.

# 1. GENERAL PROCEDURES

## 1.1 Employee Safety and Security

The safety and security of our employees is of paramount importance. We do not expect any Compass employee to be subject to any unnecessary risk whilst at work.

## 1.2 Theft and Fraud

We trust you with our money, property, products and confidentiality and believe that you will behave honestly and with integrity whilst working with us. We all share this responsibility and you are expected to report dishonest behaviour, whether by a customer or an employee to your manager or through "**Speak Up**". The unauthorised possession, or use of Company or Client property and services or property belonging to another employee could result in dismissal, prosecution or both.

It is our intent to prosecute when appropriate, via criminal and civil courts, any employee identified or suspected of committing a crime against the company. In addition the employee will be subject to disciplinary action which may result in dismissal.

Employees who commit crime against the company may also face procedures to obtain compensation from them. This will not only include the cost of the loss but also any time and equipment used in the investigation. Civil Recovery is additional, and not an alternative to criminal prosecution. The decision to instigate civil proceedings will be made with consultation with appropriate company personnel.



All units must display the "**Speak Up**" poster in a prominent position visible to all employees.

Compass do not allow employees to receive cash loans from the unit. Any cash loan or IOU to employees will be viewed as theft and could result in disciplinary action up to and including dismissal.

Any borrowing of cash, stock or equipment will be treated by the company as theft and will result in summary dismissal, this includes client property.

Cashing of personal cheques by employees or customers is not allowed. Where an employee makes payment by cheque for goods or services and there are insufficient funds to clear the cheque, disciplinary action may be taken.

## 1.3 Surveillance and Monitoring

In order to protect you, our business and our customers, we may use CCTV in or around our premises and this activity may be conducted overtly and covertly.

If your unit has CCTV you must ensure access to the digital recorder is restricted to authorised employees. CCTV signage (as shown below) must be displayed in a prominent position visible to customers and employees. Any recordings copied to an external media must be kept secure and not shown to unauthorised personnel. Copies must not be given to any third party without authorisation from your Profit Protection Manager.

Where the CCTV is Client owned the unit must follow the Client user policy.



Employees with access to Compass CCTV must read and sign the CCTV Usage Policy available on the Profit Protection Connect pages.

## 1.4 Found Property

If an item of property is found, the details must be recorded in the unit diary. Valuable items i.e jewellery, watches, electronics and mobile phones must be secured in the unit safe and labelled with the date, location found and the finders name and telephone number. These items must be reported to the local police as found property.

Found property must be kept secure for a minimum of six weeks after which time the item must be donated to the Compass nominated charity. Some contracts may be required to pass found property to the client.



Money found must always be placed in the safe and included as part of the unit cash in hand. The variance must be declared on the Daily Safe Check sheet and an explanation for the variance recorded. The variance must be declared in Nexus. Contact your Profit Protection Manager for advice on contacting the police.

## 1.5 Searches

The company has the right to carry out searches whilst employees are on the premises. The search may include lockers, cars or any personal belongings. Employees may be stopped outside our premises and asked to return to the building to be searched. Only cars parked on Compass or client property may be searched.

Personal searches must always be carried out by a minimum of two people. The search is a ‘non-contact’ and there should be no personal contact from the person conducting the search and a witness should be agreed with the person being searched. The personal search must be carried out away from general public view.

### Conducting a Search

- All searches must follow the process outlined in the Employee Search Checklist.
- There is no requirement to complete the Employee Search Checklist once familiar with the search process.
- Where the Employee Search Checklist is used, this must be attached to the Employee Search Log.
- Vehicle searches should be treated the same way as a locker search.
- Completed Employee Search Logs must be retained for 12 months.

| EMPLOYEE SEARCH CHECKLIST   |       |
|---|-------|
| Unit:   | Date: |
| Name of person conducting the search:   |       |
| Name of person responsible for the shift:   |       |
| Name of person being searched:  |       |
| Name of person witnessing the search:   |       |
| (Complete one checklist for each person being searched)   |       |
| CHECK BOX TO SHOW EACH POINT HAS BEEN ACTIONED  |       |
| <input type="checkbox"/> 1 Introduce yourself and advise the employee you are carrying out an employee search.  |       |
| <input type="checkbox"/> 2 One of the two persons conducting the search must be the same sex as the person being searched. It is acceptable for both persons conducting the search does not have to be the same sex as the person being searched. |       |
| <input type="checkbox"/> 3 Offer the individual the opportunity to have a witness present (except the points listed above, if a witness is desired, this must also be recorded above).  |       |
| <input type="checkbox"/> 4 Ask the individual to empty their pockets, if there is any money on the person they should record the amount, date and the place it came from in the notes section on the reverse side of this checklist.              |       |
| <input type="checkbox"/> 5 If identity cards are worn, they must be removed from the holder to allow nothing is held behind.  |       |
| <input type="checkbox"/> 6 If ties form part of the uniform, you should request that these are removed and turn the end of the inside out to ensure that nothing is contained within.   |       |
| <input type="checkbox"/> 7 If hats form part of the uniform, you should request that the hat is removed and turned upside down to ascertain there is nothing inside it.   |       |
| <input type="checkbox"/> 8 Ask the employee if they have a bag/purse/back with them and ascertain the make and colour of the same. If their bag/purse/back is freely available on the unit request that they empty the contents.                  |       |
| <input type="checkbox"/> 9 If coats/jackets are on the unit, request that the pockets are turned inside out and contents should be noted below.   |       |
| <input type="checkbox"/> 10 If lockers are provided, employees should empty their own locker whilst you observe, again any unusual items should be noted below.   |       |
| <input type="checkbox"/> 11 Record details required on the Profit Protection Search Log.  |       |



Record all searches on the Employee Search Log following the guidelines on the search checklist.

| EMPLOYEE SEARCH LOG |         |                               |          |            |         |                                    |                        |                |                                    |                           |                 |                            |
|---------------------|---------|-------------------------------|----------|------------|---------|------------------------------------|------------------------|----------------|------------------------------------|---------------------------|-----------------|----------------------------|
| Unit Name           |         | Unit Number                   |          | W/F Date   |         |                                    |                        |                |                                    |                           |                 |                            |
| Day                 | Time    | Type of search                |          |            |         | Signatures on completion of search |                        |                |                                    |                           |                 |                            |
|                     |         | Name of person being searched | Employee | Contractor | Visitor | Person                             | Vehicle (Registration) | Locker         | Name of person carrying out search | Name of witness to search | Person Searched | Person carrying out search |
| MON                 | 8:00 AM | Jo Smith                      | F        |            | F       |                                    |                        | James Williams | Karen Jenkins                      | J. Smith                  | J. Jenkins      | W. Davis                   |
| TUE                 | 8:00 AM | Karen Jenkins                 | F        |            |         | FAV TO LIRE                        |                        | James Williams | Karen Jenkins                      | J. Jenkins                | J. Williams     | W. Davis                   |

If an employee refuses to be searched, ask them the reasons why and explain that the company has the right to search as described in the employee handbook. If the employee still refuses, contact the HR support line for advice.



On no account should an employee be touched during any search. Only Security Industry Authority (SIA) trained employees are allowed to conduct contact searches.

### Random Searches

Employees must be randomly selected to be searched and the searches must be frequent enough to act as a deterrent against theft. It is recommended that 20% of the units employees should be randomly searched throughout the week on random days.



An example of this would be to place different colour bottle tops in a bag, nominating different colours for different types of searches such as personal, locker or car search. The employee is then asked to select a top out of the bag.

### Targeted Search

Where theft is suspected, all employees who could potentially have been involved in the theft e.g who were on duty and had access to the money or stock must be included in the search process. Targeted searches must be recorded on the Employee Search Log.

## **Unit Visitors & Contractors**

The company reserves the right to search visitors leaving the premises in the same manner as Compass personnel. The search may include anything carried by the visitor including bags, toolkits or the vehicle in which they are travelling.

A visitor is defined as a person who does not work in the unit e.g head office personnel or a contractor who is on site in a work capacity. Special rules apply to delivery vehicles, therefore advice must be sought from your Profit Protection Manager or Regional Manager before conducting a delivery vehicle search.

### **Results of a Search**

Where a search identifies items or monies that you believe have not been paid for or do not belong to the employee being searched, an investigation must be carried out at the time. As part of the investigation statements must be taken from all witnesses and must include details of the items and where they were found. The statements must be signed by the person conducting the search and the witness.

The HR Supportline and Regional Manager must be contacted to report the findings and to seek further advice and agree next steps. Where the employee refuses to sign the investigation notes, this must be recorded.

Where there is evidence to suggest a driver / contractor has taken company property, the Company they represent must be contacted by telephone to advise them of the issue. Your Regional Manager and Profit Protection Manager must be informed to seek further advice.

### **1.6 Reporting an Incident**



To make sure you get the support you need, all incidents relating to the following must be reported to your Profit Protection Manager and entered onto the Profit Protection Incident Reporting Portal on Connect within 24 hours of the incident taking place or being identified.

Theft, fraud, criminal damage, loss of cash or stock, verbal & physical abuse against employees and serious breach of any procedure contained in this manual.

### **1.7 Sealed Bag Controls**

The sealed bag process is used to control access to keys and cash. Bags are available to order from the approved company stationary supplier. Units must only use numbered seals.



The bags are available in various sizes depending on your needs. For further details visit the Profit Protection Connect page.

### **Using the Sealed Bag Process**

The sealed Cash Bag Control Log is used to record and track the seal numbers for the bags in use.

1. Place the items to be secured inside the bag.
2. Record the seal number along with the date and the reason for use e.g emptying vending machines or spare till floats.
3. The two people completing the process must sign the log.

- When opening a bag that has been sealed, check the seal number is the same as the number recorded and has not been tampered with.
- The person opening the sealed bag must sign to verify the seal number is the same



| SEALED CASH BAG CONTROL LOG |      |     |             |       |          |        |       |       |
|-----------------------------|------|-----|-------------|-------|----------|--------|-------|-------|
| Unit Name                   |      |     | Unit Number |       |          |        |       |       |
| Issued                      |      |     |             |       | Received |        |       |       |
| Seal Number                 | Date | Use | Amount      | Sig 1 | Sig 2    | Amount | Sig 1 | Sig 2 |
|                             |      |     |             |       |          |        |       |       |
|                             |      |     |             |       |          |        |       |       |
|                             |      |     |             |       |          |        |       |       |



Implement and use the sealed cash bag process for the secure movement of cash and keys.  
Keep all unused seals in a secure area to prevent unauthorised use.

## 1.8 Visitors

The Unit Manager is responsible for ensuring all visitors sign a visitors log on arrival to the unit and are made aware of the site emergency and health and safety procedures. A Visitor Log is included in the appendices.

| VISITOR LOG |         |           |              |      |          |        |                  |
|-------------|---------|-----------|--------------|------|----------|--------|------------------|
| Unit Number |         | Unit Name |              |      | W/E Date |        |                  |
| Date        | Time In | Time Out  | Badge Number | Name | Company  | To See | Car Registration |
|             |         |           |              |      |          |        |                  |
|             |         |           |              |      |          |        |                  |
|             |         |           |              |      |          |        |                  |
|             |         |           |              |      |          |        |                  |

## 1.9 PCI Compliance

PCI compliance is a set of standards issued by the Payment Card Industry (PCI), known as the PCI Data Security Standards (PCI DSS). Companies that handle card holder data are required to follow these standards to protect customers card data from being misused.

All Compass employees have a responsibility to be PCI compliant and ensure any breaches are reported.

To ensure Compass is PCI compliant all procedures included within the Unit PCI Compliance Manual must be implemented and maintained which can be found on Compass Connect.



# 2. KEY & ACCESS CONTROLS

## 2.1 Key Security

The Unit Manager has overall responsibility for the security of all keys relating to the unit, ensuring that they are fully aware of the location of any spare keys applicable to the unit.

Safe keys must be removed from the unit overnight. Safe keys should not be left with the client without authorisation from the sector Profit Protection Manager. Keys for the ATM, cashless loader and spare safe keys must be kept in the safe. Any other keys must be held securely in a key box.

Till keys must never be left unattended or left in the till. They must be held either in the unit safe or by the till operator who has signed the Key Control Log.

Key holders who are allocated keys on a permanent basis must read and sign the Key Holder Declaration.

The Unit Manager must carry out a check to confirm all keys can be accounted for as part of the Profit Protection Online Self-Assessment.

Keys must be kept secure and not left unattended at any time, this includes coat pockets, bags or unlocked lockers. The key for the key box must be held by the Unit Manager or nominated person.



The till drawer key must not be kept with the unit keys. The key must be kept in a sealed and signed envelope in the safe and only used in the event of a power failure.

## 2.2 Key Register

The Key Register is a log of all unit keys detailing the location of the lock and the serial number of the keys where applicable. All keys must be numbered and listed on the register. The Key Register should be kept up to date and accessible. The keys listed on the register must be checked as part of any management handover.



Complete the Key Register and ensure all unit keys are listed and accounted for.

| KEY REGISTER             |                         |                         |
|--------------------------|-------------------------|-------------------------|
| Unit Name                |                         | Unit Number             |
| Key Name / Number        | Lock Location           | Serial Number (Machine) |
| 1. Safe Key              | Main Safe - Cash Office | Z1838Cbh4               |
| 2. Safe Key              | Main Safe - Cash Office | Z1838Cbh4               |
| 3. Cold Beverages Fridge | Deli Bar                | G5639898                |



## 2.3 Key Control Log

The Key Control Log is used to track the movement of all unit keys. The log must be completed and signed by the employee taking responsibility for any key. Keys that are held permanently by a unit employee must be recorded and signed for on the Key Control Log when first allocated. There is no requirement to sign the log daily for permanently held keys.

Where permanently held keys are passed to another key holder for holiday or absence, the Key Control Log must be updated to reflect the movement of keys. The employee signing the key control log is responsible for the safe keeping of the key until it is returned and signed back into the key box.



Implement the Key Control Log to track the movement of all keys.

| KEY CONTROL LOG (Unit Held Keys) |        |                      |              |           |      |      |              |            |           |
|----------------------------------|--------|----------------------|--------------|-----------|------|------|--------------|------------|-----------|
| Unit Name                        |        | Unit Number          |              |           |      |      |              |            |           |
| Date                             | Time   | Key Name/No.         | Signed Out   | Signed In | Date | Time | Key Name/No. | Signed Out | Signed In |
| 30-Sep                           | 2.30pm | 3 Cold Bev Fridge    | Jo Smith     | Jo Smith  |      |      |              |            |           |
| 01-Oct                           | 8.05am | 4. Vending Machine 1 | Claire Jones |           |      |      |              |            |           |

## 2.4 Keys held overnight by Client

Where unit keys are held overnight by the Client, the Client Held Key Control Log should be completed.

The keys must be placed in a sealed bag and the seal number recorded on the control log. The Compass employee and the client employee taking responsibility for the sealed bag must both sign to confirm the bag has been handed over.

A list of Compass employees who are authorised to collect the sealed bag must be issued to the client. The list must be updated when there is a change of authorised personnel. Where the client will not accept keys in a sealed bag, contact your Profit Protection Manager for advice.



The Key Control Log should be kept by the Compass employee and not placed in the sealed bag. Don't forget to check the seal number is the same when next collecting the sealed bag. **See section 1.7 for details on how to order.**



Lost and damaged keys must be reported to your Regional Manager and Profit Protection Manager immediately to agree if the locks need to be changed.

Report any problems with safe keys to your Profit Protection Manager. Units' must not contact local locksmiths.

## 2.5 Access Control

Where access control systems are in use for doors or combination safes, the code must not be written down or given to any unauthorised person. Codes must be changed on a regular basis. Access cards must not be left unattended or given to unauthorised persons.

Contact your Profit Protection Manager for advice on the frequency and how to change the code or safe combination. It is recommended that combinations should be changed every 30 days.

## 2.6 System Security & Access

Access to unit systems must be controlled with all users having a unique ID and password. This includes Nexus, time and attendance systems, cashless systems and any other system in use. Care must be taken to ensure the system is logged off when not in use. User ID's and password must not be shared or displayed anywhere in the unit.



Check all computer users have a signed copy of the Compass Group IT Acceptable Usage Policy in their personnel file, available from the IT Connect page.

# 3. CASH & SALES CONTROLS

## 3.1 Cash Handling

The Unit Manager is responsible for all cash and security procedures in the unit and must ensure that all employees who handle cash are trained in cash handling and security procedures. When handing over the responsibility of the unit cash to a new or temporary manager i.e holiday cover, a Cash & Float Handover Log must be completed and filed with the Daily Safe Check sheets.

## 3.2 Safe Controls

All units who handle cash must have a suitable safe with an appropriate insurance rating for the value of money held in the unit. The safe must be secured to the wall or floor and should be key operated. The use of any safe operated with a digital code must be authorised by your Profit Protection Manager.

All units who have cash sales have a cash target. The cash target is the maximum value of cash the unit should hold at any time.



Contact your Finance Manager to obtain the cash holding target and the sector Profit Protection Manager for the safe insurance rating. If you have any concerns about your safe, contact your sector Profit Protection Manager.

## 3.3 Change Process (Between Safes, Tills & Change Machines)

Care must be taken to ensure that all change replenished from the safe to the till is completed accurately.

Where change machines are installed these must be emptied and reconciled at least once per week and recorded on a Safe Check Sheet.

The change process must be carried out under dual control where possible.

Contact your Profit Protection Manager for advice on managing your change process.

## 3.4 Reconciling the Safe

The safe must be counted and balanced to Nexus daily by completing a daily safe check.

In addition, independent safe checks must be carried out by a Compass employee who does not have daily responsibility for the unit cash. For example, this could be a Regional Manager, Contract Manager or Finance Manager. An independent safe check should be completed every six weeks as a minimum.



Ask your Regional Manager to carry out an independent safe check next time they are in your unit and file in an accessible location.



Remember to record the Date & Time the safe check is carried out on the Daily Safe Check Sheets.



## 3.5 Carrying out a safe check

1. The safe check must be carried out under dual control where possible. Where dual control is not possible, access to the safe must be restricted to the person completing the count and a dual controlled count completed at the earliest opportunity.
2. Record the date & time of the check on the safe check sheet.
3. Count all the money held in the safe and list by denomination.
4. Record all floats including any in use, i.e tills, vending machines and any Compass operated ATM machine.
5. Record the value of any prepared banking awaiting collection, include the bag seal and bank slip numbers.

6. Record the value of any secondary safes and attach the Daily Safe Check for each safe.
7. Total all money held in each section and enter the grand total figure.
8. Enter the Nexus expected value and calculate any variance.
9. All variances must be entered and declared onto Nexus.
10. Sign the Daily Safe Check to confirm completion.
11. Report any safe variance greater than £5 to your Regional Manager, copying in your central finance queries email address.



When conducting a safe check, ensure the office door is closed and access to the office is restricted. Should you need to leave the office or allow someone to enter the office the money must be secured back into the safe before the office door is opened.

| DAILY SAFE CHECK         |   |   |
|--------------------------|---|---|
| Day & Date               |   |   |
| Office Money             | * | * |
| £20 Notes                |   |   |
| £10 Notes                |   |   |
| £5 Notes                 |   |   |
| £2 Coins                 |   |   |
| £1 Coins                 |   |   |
| 50p Coins                |   |   |
| 20p Coins                |   |   |
| 10p Coins                |   |   |
| 5p Coins                 |   |   |
| 2p Coins                 |   |   |
| 1p Coins                 |   |   |
| Change                   |   |   |
| Total Cash (A)           |   |   |
| Till Receipts            |   |   |
| Banking / Floating Funds |   |   |
| Other                    |   |   |
| Required Balance         |   |   |
|                          |   |   |
| Total Other (B)          |   |   |
| Grand Total (A+B)        |   |   |
| Nexus Expected           |   |   |
| (Nexus - Grand Total)    |   |   |
| Carried over by:         |   |   |
| Entered by:              |   |   |
| Approved by:             |   |   |
| Signature:               |   |   |



### 3.6 Till Procedures

All employees who operate a till must be trained and their training record card signed as confirmation. A copy of the Till Operator Declaration must be read, signed and placed in individual personnel files.

All EPOS till operators must have their own unique till ID and password. The password must be changed at least once every six months or when it is suspected the password is known by someone other than the assigned till operator.

Till operators must only use the till whilst logged on with their own ID. Where the till will not accept individual ID's, the operator must sign the audit till roll at the beginning and end of their shift.

All items must be rung through the till at the time of the transaction and the monies placed in the till drawer. It is not permissible to work with an open till drawer, keep the drawer open between transactions or leave money at the side of the till. Any change left by a customer must be placed in the till drawer and declared as a cash variance.

Till drawers must only be opened using a transaction function. The till drawer key must only be used in the event of a power or till failure.

Employees are not allowed to remove monies from the till unless giving change to customers or as part of the till reconciliation process. When swapping change, the change control process must be followed.

### 3.7 Processing a sale

1. Scan the bar-coded products (EPOS tills only).
2. Ring in non-bar-coded products individually using the correct description and price button.
3. Total the sale and request payment from the customer.
4. Take payment from the customer taking care to ensure all monies are placed in the till drawer.
5. Give the customer their receipt and any change.
6. Close the till drawer after each transaction.



### **3.8 Payment types including Mobile Payment Apps**

|   |   |
|---|---|
| <b>Cash</b>   | The only currency accepted at the till in the UK is GB pounds, unless advised by your Finance Manager.  |
| <b>Contactless</b>  | Units who accept credit/debit cards or contactless payments and have a standalone PED machine must run a daily reconciliation report as part of their end of day process. Merchant copies of the slips from the standalone PED must be stored securely and checked to ensure they are PCI Compliant. See Unit PCI Compliance Manual   |
| <b>Cheques</b>  | The Company will only accept cheques for hospitality and event sales. Where a cheque is accepted it must be made payable to Compass or the appropriate operating sector and not an individual. The cheque must be signed and dated. Change must not be given and cheques must not be exchanged for cash.  |
| <b>Other</b>  | Units who accept coupons, loyalty cards or vouchers must process the transaction as instructed by the Finance or Regional Manager.  |
| <b>Mobile Payment Apps</b>  | <p>Mobile payment apps are fast becoming customers preferred method of browsing and payment. Compass UK&amp;I have a number of mobile payment apps live and under development. Whether you are looking to utilise one of these existing apps or implement a new app, it is essential that a robust process is in place to record revenue correctly and accurately.</p> <p>A Guide to Mobile Payment Apps has been created to ensure robust processes are in place for the set-up and management of mobile payment apps and the accurate recording of revenue into Compass systems. The guide is available on Compass Connect.</p> |
|  | All purchases must be paid for at the time of the transaction as the company do not allow customers or employees to give IOU's in place of payment. Till operators must not serve family, friends or themselves.  |
|  | Compass do not allow employees to receive tips or gratuities unless written authorisation has been granted by the Sector Finance Director. Any tips offered by customers should be managed under the UK & I Tips and Gratuity Policy.   |
|  | Profit Protection advise the use of a counter cache in units with high cash volumes in order to reduce theft. Where they have been fitted, all £10 & £20 notes must be placed directly in the counter cache at the time of the transaction. Keys to the counter cache must be controlled in the same way as all other keys.   |

### 3.9 Non Till Sales

All sales where there is no till available, must be reconciled on a Sales Control Sheet. An example of this would be a trolley service or kiosk.

### **3.10 Completing the Vending / Sales Control Process**

- Under dual control complete a new sheet for each service cycle i.e daily for a trolley / kiosk service and weekly for vending machines.
  - At the start of the cycle, record the opening stock.
  - Record any additional stock when it is added to the service.
  - At the end of the cycle, count all remaining stock and calculate the total sales.
  - Remove the cash to a secure location and reconcile the money against the control sheet.
  - The two people completing the control sheets must sign and print their names in the appropriate boxes.
  - Investigate all cash variances and record on the Till Variance Log.
  - Enter the sales value into Nexus.
  - Retain the Control Sheets for 12 months



Count and validate all non-till floats weekly. Where possible, empty vending machines under dual control and rotate the person responsible for completing the controls.



Remember to include all vending machines, trolley services & kiosk floats in your cash in hand value. Consider whether the value of the float held is appropriate for the level of sales. Any increases to floats must be agreed with your Regional Manager.

### 3.11 Float & Cash Takings Reconciliation

All tills need to be reconciled at the end of each service or trading day using a Float & Cash Takings Reconciliation sheet.



Where a unit no longer accepts cash payments and only card or contactless payments are taken, there is no requirement to complete Float & Cash Takings Sheet. The till Z read or Media declaration must be retained and signed to support the sale entries.

### 3.12 Reconciling a Till

1. Run a Z read or end of service audit report.
2. Remove the cash from the till and counter cache where applicable and take to a secure area to count.
3. Count out the float and list by denomination on the left hand side of the sheet.
4. Count all remaining money and list by denomination on the right hand side of the sheet.
5. Record the value of any cash lifts completed during service.
6. Total and record the values of any credit cards, Apple Pay, Yoyo wallet and supplier coupons that have been accepted as a payment type.
7. Total all cash, credit cards, Apple Pay, Yoyo wallet and supplier coupons and record the value.
8. Enter the value of the Z read or the audit report and calculate any variance.
9. Investigate any cash variances and record the findings on the Till Cash Variance Log if greater than +/- £5.
10. The Till Variance Action Checklist is available to support the investigation of till variances.
11. The person completing the cash reconciliation must sign and print their name in the appropriate boxes.
12. Enter all the required information into Nexus.
13. Retain the Control Sheets for 12 months.



The Z read or audit report must be attached to the Float & Cash Takings Reconciliation sheet.

| TILL CASH VARIANCE LOG |             |       |                           |                             |                |                  |
|------------------------|-------------|-------|---------------------------|-----------------------------|----------------|------------------|
| Unit Name              |             |       | Unit Number               |                             |                |                  |
| Date                   | Till Number | Value | Investigation Carried Out | Action Taken and/or Outcome | Cashier Name/s | Mngr/ Spvsr Name |
|                        |             |       |                           |                             |                |                  |
|                        |             |       |                           |                             |                |                  |

| Till Variance Action Checklist                                   |               |
|--|---------------|
| Day/Date:  | Duty Manager: |
| Till Number:   | Tellings:     |
| 1. Till Float & Takings re-counted                               |               |
| 2. Change float double checked                                   |               |
| 3. Counter Cache double checked                                  |               |
| 4. Cash Lifts completed and accounted for                        |               |
| 5. Calculations and additions double checked for accuracy        |               |
| 6. All tellings completed correctly                              |               |
| 7. Was change requests valid and correct?                        |               |
| 8. Do other tills show corresponding overages/shortages          |               |
| 9. Were previous days till variance                              |               |
| 10. Have the details been recorded on the Till Cash Variance Log |               |
| Cashiers on duty:  |               |
| Result of Investigation:   |               |
| Signature:   |               |



Record all till variances +/- £5 on the Till Cash Variance Log. Refer to the till variance checklist for guidance on investigating variances.



Report cash variances over £20 to your Regional Manager.



Follow up on till variances recorded on the Till Cash Variance Log with the appropriate till operator. Monitor till variance trends closely and investigate variances accordingly. Record agreed actions on the cash variance log and the individuals' personnel file. The till operator must sign to acknowledge the action required.

### 3.13 Managing Till Exceptions

A till exception is any transaction other than a sale or a Z read. For example a void, refund or ‘no sale’. These exceptions must be recorded, reconciled and investigated to ensure they are genuine.

### 3.14 Voids

A void transaction is used to correct errors with a sales transaction. The voids must always be actioned on the same till that the original transaction was processed and a mirror image of the original transaction.

### 3.15 Processing a Void

1. Complete the sales transaction where the error has been made by ringing off as cash.
2. Sign and attach the receipt to be voided to the Void Control Log.
3. Inform your manager / authorised person you have a void.
4. Ring through the correct transaction for the customer.
5. The void must be processed through the till as close to the time of original transaction as possible. They must not be left until later in the day or until the end of the shift.
6. Complete the void details on the Void Control Log and attach the void receipt.
7. The operator and person processing the void must sign the Void Control Log.



| VOID CONTROL LOG |      |               |                 |                          |                                       |
|------------------|------|---------------|-----------------|--------------------------|---------------------------------------|
| Unit Name        |      | Unit Number   |                 |                          |                                       |
| Date             | Time | Value of Void | Reason for Void | Cashier Name & Signature | Manager / Supervisor Name & Signature |
|                  |      |               |                 |                          |                                       |
|                  |      |               |                 |                          |                                       |
|                  |      |               |                 |                          |                                       |
|                  |      |               |                 |                          |                                       |

The authorising person must be satisfied with the reason for the void before completing the void transaction. Till operators should not process their own voids. If a Supervisor or Manager requires a void, this must be witnessed by another employee where possible.

Sales must not be under-rung to correct a previous mistake.



### 3.16 Processing a Refund

Refunds should only be processed where a customer has already paid and returns an item requesting their money back.

1. Enter the details of the item being refunded on the Refund Control Log including the reason for the refund.
2. Enter the customers name on the log.
3. The till operator and authorising person must sign the Refund Control Log.
4. Process the refund through the till and give the customer their money back.
5. Attach the original sale and refund receipt to the control log.

| REFUND CONTROL LOG |      |                 |                   |               |              |
|--------------------|------|-----------------|-------------------|---------------|--------------|
| Unit Name          |      | Unit Number     |                   |               |              |
| Date               | Time | Value of Refund | Reason for Refund | Customer Name | Cashier Name |
|                    |      |                 |                   |               |              |
|                    |      |                 |                   |               |              |
|                    |      |                 |                   |               |              |
|                    |      |                 |                   |               |              |

### 3.17 Processing a Void or Refund on an MCR Symphony till

Where a void or refund has been processed on a MCR Symphony till, a Void and Refund log is not required to be completed.

1. Complete the sales transaction where the error has been made by ringing off as cash.
2. Sign and retain the receipt to be voided or refunded.
3. Inform your manager / authorised person you have a void or refund.
4. Ring through the correct transaction for the customer.
5. The void or refund must be processed through the till as close to the time of original transaction as possible. They must not be left until later in the day or until the end of the shift.
6. Retain both the sale and refund receipt in the till until the end of shift.

### **3.18 Void & Refund Reconciliation for Non MCR Symphony Tills**

At the end of day all void & refund transactions must be reconciled to the entries on the control logs and to the epos till reports.

1. Check every entry on the control log has the original sales receipt and the void receipt attached.
2. Verify the void transactions mirror the original transactions i.e. are the same value and the same product.
3. Reconcile the control logs to the till report i.e. Z read, cashier analysis report, Staff Audit Report and investigate any missing receipts/entries.
4. At the end of the period, review the control logs to establish any unusual level of activity or trends.
5. File the control logs for 12 months.



### **3.19 Void & Refund Reconciliation for MCR Symphony Tills**

At the end of day all void & refund receipts must be reconciled to the MCR till reports.

1. Check every void & refund receipt has a corresponding original sales receipt attached.
2. Verify the void transactions mirror the original transactions i.e. are the same value and the same product.
3. Reconcile all void & refund receipts to the MCR 'Staff Audit Report' and investigate any missing receipts.
4. Print sign and attach all void & refund receipts to the MCR 'Staff Audit Report'
4. At the end of the period, review the 'Staff Audit Report' for the period to establish any unusual level of activity or trends.
5. File the reports and receipts for 12 months.

Review the Void & Refund Control Logs and MCR reports looking for indicators of fraudulent activity.



Potential indicators may include: transactions being processed late in the afternoon / evening, same product being voided or refunded, an increase in void or refund transactions when the manager is not in the unit, voids or refunds processed later than the original transaction and a high percentage of voids with low volume of sales.

If you have any concerns about the voids processed in your unit, contact your Profit Protection Manager for advice.

### **3.20 No Sales**

If the no sale function is activated and used, the receipt produced must be signed by the operator with an explanation why the no sale was processed. The receipt must be placed in the till drawer.

No sales must be reconciled to the Staff Audit Report / Cashier Analysis Report / EPOS audit report. Investigate any high or unusual activity and file with the Void & Refund logs.

### **3.21 Till Training Mode**

Units with EPOS tills must ensure the training mode function is used when carrying out any till training. Details of the training must be recorded on the Training Mode Control Log. It is recommended that till training is completed outside of peak trading hours.

The Unit Manager is responsible for ensuring the training ID and password are kept secure and changed on a regular basis.

The till training function must not be used to carry out price checks unless this has been authorised by your Profit Protection Manager.

| TRAINING MODE CONTROL LOG |               |            |          |          |                                       |
|---------------------------|---------------|------------|----------|----------|---------------------------------------|
| User Name                 | Training Mode | Start Date | End Date | Comments | Manager / Supervisor Name & Signature |
|                           |               |            |          |          |                                       |
|                           |               |            |          |          |                                       |

### **3.22 Banking**

All units are required to bank cash takings in line with the unit banking collection schedule. The frequency of the banking collections is determined by the level of cash sales and the safe insurance rating. Any changes to the schedule must be approved by your Finance Manager and Profit Protection Manager.

### 3.23 How to Prepare a Banking

Banking must be carried out by two people, this may mean preparing the banking before the unit opens or after it's closed. It is important that the two people count the money together and both witness the money being placed in the G4S banking bag and the bag being sealed. The only exception to this process is where the unit is operated by one person.

Bank books are specific to the unit account and must not be transferred between units. New bank books must be ordered in sufficient time to prevent running out by contacting Linney by email on [compasssupport@linney.com](mailto:compasssupport@linney.com)

Banking must be prepared in a secure environment i.e behind a locked door.

Cheques must be banked using a separate paying in slip and the correct cheque bag provided by G4S.

There is a limit on the value of money and the number of bags that can be collected per pickup.

The limits are:

**Business Link** – 2 coin bags & 1 bag of notes & 1 non cash bag i.e. cheques. The maximum value of cash that can be banked is £7,500.

**Cash in Transit** – 8 coin bags & 1 bag of notes & 1 non cash bag i.e. cheques. The maximum value of cash that can be banked is £20,000.

If your banking exceeds the maximum limits you must contact treasury for advice.

If G4S fail to arrive the Manager must contact G4S Customer Services on 0844 800 4205.



1. All unit monies must be banked with the exception of the agreed unit floats.
2. Count and record on the paying in slip, by denomination, the money to be banked.
3. Total the value of cash to be banked and enter the figure into the total box.
4. Record the G4S banking bag seal number and the unit number onto the paying in slip.
5. Sign the paying in slip (both employees must sign).
6. Tear off the paying in slip and place into the G4S banking bag with the money.
7. Seal the bag with both people present.
8. Place the sealed bag in the safe until G4S arrive.
9. After the banking has been collected, enter the value of banking along with the bag seal number and paying in slip number on Nexus on the day of collection.
10. Attach the collection slip provided by G4S to the unit copy of the paying in slip.

### 3.24 Change Deliveries

Change can be ordered via G4S where required. On delivery the change must be checked against the order that was placed and the breakdown supplied by G4S. Any variances must be reported to Unit Banking within 24 hours. G4S will only investigate variances that are reported within the specified timescales.

The value of change must be entered onto Nexus on the day that it is delivered.



Prepared banking must be entered onto Nexus on the same day as the collection but only after G4S have collected the banking.

### 3.25 G4S Security Procedures

Before handing any banking to G4S the following checks must be made:

- Check the G4S operator ID card matches the person.
- Check the operator has an Authorised Collectors Card and that it is in date.
- Check all cash bags handed to the G4S operator are scanned on the collection receipt or are included on the manual receipt provided by G4S.



If you are in any doubt about the authenticity of the G4S operator contact the customer service team on 0844 800 4205 option 4. Do not hand any money over to the G4S operator until you are satisfied they are legitimate.



Email [unit.banking@compass-group.co.uk](mailto:unit.banking@compass-group.co.uk) if you are unsure of your G4S schedule or collection limits.

Display the G4S security procedures and tips posters in the unit.

### 3.26 Credit/Debit Card and Contactless Reconciliation

Where credit/debit cards and Contactless transactions are accepted and a standalone PED terminal is in operation, a daily reconciliation must take place. The value shown on the end of day PED report must be used for the cash office reconciliation.

If one PED terminal is used for several tills the merchant copies of the transactions must be totalled to obtain a breakdown of sales by till. The overall total must be reconciled to the end of day PED report. Any variances must be investigated and findings recorded on the Float & Cash Takings Reconciliation Sheet. Credit/debit card and Contactless sales must be entered into the cash office section on Nexus on a daily basis.

Merchant copies of the slips from the standalone PED must be stored securely for 12 month and checked to ensure they are PCI Compliant. See Unit PCI Compliance Manual. On disposal these slips must be cross shredded.

### 3.27 VAT

To comply with HMRC VAT legislation it is important to understand how the VAT element of the sales is recorded in Nexus.

Standard rate VAT is always applied for food and retail items eaten within the restaurant or company operated facility.

Eligible cold take away food and drink are zero rate VAT when sold as take away.

EPOS tills that are centrally managed and linked to Nexus will have the correct VAT applied automatically.

Units with locally managed EPOS tills must ensure all products are set up with the correct VAT flags.

Units with EPOS tills must ensure all customers are asked if they are 'eating in or taking away' and the correct button selected.

Where the EPOS till is not linked to Nexus care must be taken to ensure the sales are entered into Nexus using the correct VAT rate.

Units with manual tills are required to complete a manual sampling exercise when directed by Central Finance to determine the level of cold take away sales. The credit for these sales will be calculated centrally. All sales must be processed using standard rate VAT in Nexus.



Refer to the Complying with VAT Legislation on the Profit Protection Connect page for further information. If you have any specific VAT questions contact your Finance Manager or Profit Protection Manager.

### 3.28 Coupons & Loyalty Cards

Compass operates a number of different loyalty schemes and accepts supplier coupons in selected contracts. Unused loyalty cards and validation stamps must be kept away from customer view. Redeemed loyalty cards, whilst having no cash value, should be treated as any other tender type and be reconciled against the till reports and/or Café Loyalty Card Sales Log at the end of service.

Loyalty cards must only be issued and stamped where a paid customer transaction has taken place and has been processed through the till.

When redeeming a loyalty card, the item must be processed through the till as normal and the loyalty button pressed as the payment type. Where the till can produce a duplicate receipt, this must be printed and attached to the loyalty card.

Redeemed loyalty cards must be retained for 3 periods and filed with the weekly paperwork.

| Café Loyalty Card Sales Log |             |               |                  |                          |
|-----------------------------|-------------|---------------|------------------|--------------------------|
| Unit Name                   | Unit Number |               |                  |                          |
| Date                        | Time        | Value of Sale | Item Description | Cashier Name & Signature |
|                             |             | E             |                  |                          |
|                             |             | F             |                  |                          |

### 3.29 Loyalty Card reconciliation MCR Symphony Tills

Where a unit has a MCR Symphony Tills there is not requirement to complete a Café Loyalty Card Sales Log.

At the end of day all Loyalty card & receipts must be reconciled to the MCR promotions details report and investigate any loyalty card. Print sign and attach all loyalty card and receipts to the MCR report and files with the weekly paperwork.



Abuse of loyalty card schemes will be investigated and may lead to disciplinary action up to and including dismissal.

### Coupons

Supplier coupons can only be accepted if approved by the Commercial Team. All coupons must be processed through the till as a payment type and reconciled to the till report at the end of day.

On redemption at the till the coupons must be treated as cash and placed into the till drawer. Once the coupons have been reconciled they must be kept secure and in a logical manner until they are returned to the supplier for payment.

Coupons must be redeemed with the supplier within the date specified on the coupon. As a minimum coupons must be redeemed once per period.

### 3.30 Discounts

Compass operates a number of different discount schemes in selected contracts. Where a discount scheme is in place, a copy of the policy must be obtained and filed with this manual.



Discount usage must be reviewed by the Manager using the till report and any unusual activity Investigated.

### 3.31 Lottery

Units are asked to refer to the set of procedures specific to Lottery which can be found on Compass Connect. Below is a summary of the processes that must be followed.

It is the responsibility of the Unit Manager to ensure that all unit employees are fully trained on the correct procedures and reconciliation process where lottery is in operation.

#### Lottery Sales Online

1. Confirm the value of the sale with the customer and process through the till.
2. Process and print the lottery ticket on the Lottery terminal.
3. At the end of the trading day print the daily summary report and reconcile with the till sales reports.

4. Record the details on the Lottery Control Log.
5. Investigate any variances and record the actions taken on the control log.

| Unit Name: |                            | Profit Protection<br>Protecting our people, property, profit & brand |        |         |           |          |        |          |       |
|------------|----------------------------|--|--------|---------|-----------|----------|--------|----------|-------|
| Date       | Day                        | Sunday   | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | TOTAL |
|            | LOTTERY SALES              |  |        |         |           |          |        |          | 0     |
|            | EPOS SALES                 |  |        |         |           |          |        |          | 0     |
|            | SALES VARIANCE             | 0  | 0      | 0       | 0         | 0        | 0      | 0        | 0     |
|            | VOIDED TICKETS             |  |        |         |           |          |        |          | 0     |
|            | SALES VARIANCE AFTER VOIDS | 0  | 0      | 0       | 0         | 0        | 0      | 0        | 0     |



Remember the Lottery Control Log operates on a Camelot week i.e Sunday to Saturday.

### Lottery Scratch Cards

Scratch card dispensers must be secured to the counter and inaccessible to customers. Keys to the dispenser must be kept under management control and not left unattended.

Inactivate scratch cards must be stored in the unit safe. Scratch cards must only be activated when they are placed in the dispenser ready for sale.

Before selling scratch cards they must be activated on the Lottery terminal with the receipts for the activation and settlement attached to the lottery stock control log. Units with CPOS must also book the activated cards as stock received.

Scratch cards must be counted and reconciled daily.

### Lottery prize pay-outs

All lottery pay-outs must be validated on the Lottery terminal and through the till prior to any payment being made. Prize pay-outs must be processed as separate till transactions and not as part of a sale. The maximum pay-out is £100.

Pay-outs processed through EPOS must be reconciled to the Lottery daily summary report and all variances investigated.

### 3.32 EPAY

Units are asked to refer to the set of procedures specific to EPAY which can be found on Compass Connect.

It is the responsibility of the Unit Manager to ensure that all unit employees are fully trained on the correct procedures and reconciliation process where EPAY is in operation and all operators must have their own user ID for the EPAY terminal.

An end of day report must be printed and reconciled against the EPOS sales report. Any variances between the EPAY report and the till report must be investigated and the findings recorded on the EPAY Control Log. The end of day EPAY terminal receipt must be attached to the till sales report.



Once a transaction has been completed on the EPAY terminal it cannot be voided.  
Therefore extra care must be taken to ensure the correct service and value is selected.



Should there be a variance between the EPAY terminal report and the till report an itemised statement can be requested from EPAY by contacting 0870 330 3729

### 3.33 Unit Cash & Stock Handover

The Unit Cash & Stock Handover Form must be used wherever there is a change of Unit Manager or a temporary manager is covering the unit.

| UNIT CASH & STOCK HANDOVER FORM   |                         |
|---|-------------------------|
| To be completed (with the CPW) by any Unit Manager or Acting Unit Manager serving or joining the Company. |                         |
| UNIT NUMBER:  | UNIT NUMBER:            |
| DAILY CASH-IN-HAND DECLARATION  |                         |
| ACTING UNIT MANAGER:  | ACTING LOADERS/HOLDERS: |
| TEL. NUMBER:  | TEL. NUMBER:            |



### 3.34 Cashless

The term cashless refers to the payment method at the till point. Units' operating a cashless system are responsible for the reconciliation of the cash loaders and cash controls within the unit.

Managing the cashless liability is the responsibility of the Unit Manager. The cashless liability is the value of money held on individual accounts that has not been spent. This money belongs to the cardholder and not Compass. The accuracy of the cashless liability is dependent on all entries in Nexus for loading, sales, hospitality and refunds being input correctly and in a timely manner.

Where the contract transfers to another Company, the value of the cashless liability is either returned to the Client or new incumbent on exiting the contract.

Below is a summary of the cashless procedures which must be followed, refer to the Cashless Procedure Manual for full details. Specific queries relating to the unit system should be directed to the supplier helpdesk.

#### Reconciling the Cashless System:

- The cashless loaders must be emptied and reconciled daily under dual control where possible. However where cash loading is reduced significantly, loaders may be emptied and reconciled weekly as a minimum.
- A Daily Loader Takings Reconciliation Sheet must be completed in full for each loader and signed by the two people reconciling the money.
- A cash loading report must be obtained from the cashless system and reconciled against the physical cash counted. The report must be attached to the Daily Loader Takings Reconciliation Sheet.
- Any variances identified must be investigated and recorded on the Daily Loader Takings Reconciliation Sheet.

| DAILY LOADER TAKINGS RECONCILIATION |             |             |                              |
|-------------------------------------|-------------|-------------|------------------------------|
| Date & Time                         |             |             | Reason For Variance/Comments |
| Loader Read                         | E           | Cash Income | E                            |
| £50.00                              |             | £50.00      |                              |
| £20.00                              |             | £20.00      |                              |
| £10.00                              |             | £10.00      |                              |
| £5.00                               |             | £5.00       |                              |
| £2.00                               |             | £2.00       |                              |
| £1.00                               |             | £1.00       |                              |
| £0.50                               |             | £0.50       |                              |
| £0.20                               |             | £0.20       |                              |
| £0.10                               |             | £0.10       |                              |
| £0.05                               |             | £0.05       |                              |
| Total:                              |             | Total:      |                              |
| Manager                             | Supervisor  |             |                              |
| Signature:                          | Signature:  |             |                              |
| Print Name:                         | Print Name: |             |                              |

- Cashless loading and sales must be entered into Nexus using the Cashless Systems Icon. If the icon has not been activated in your cashless unit contact your Finance Manager to authorise activation.

- All Nexus entries for loading and sales must have supporting documentation. The till Z read & sales report printed from the cashless system must be filed and retained 12 months.
- Funds loaded onto a hospitality card using the PC must be recorded separately under the correct Nexus entry box i.e other loading.
- Sales made using a hospitality card must be recorded separately using the correct Nexus entry box.
- Any refunds requested must be recorded on the Manual Card Refund Log.
- The Visitor Log must be completed where temporary cashless cards are issued and a deposit is taken.

### Cashless System Security

The cashless system must be logged off when not in use. Access to the back office cashless system must only be granted to appropriate users. Each user must be allocated their own user log on ID and password.

The issuing of cashless cards must be controlled. Unallocated cashless cards must be kept in a locked safe or cabinet.



Obtain a copy of the operating procedures relating to the cashless system in your unit from the system provider and file with this manual.



Remember to complete the cashless eLearning module to gain further knowledge of how to manage your cashless system.

### 3.35 Counterfeit Notes

All till operators must take care to ensure that all bank notes accepted are genuine.

All genuine bank notes have several security features, till operators must check for at least one of these to ensure the bank note is not counterfeit.

#### Security Features – Polymer Banknotes

- Raised print across the words 'Bank of England' on the front of all English bank notes.
- A large see through window on the note with a clearly defined portrait of the Queen printed on the window.
- The value of the note will appear in bright red and green numbers under a ultra-violet light.

#### Security Features – Paper Banknotes

- Raised print across the words 'Bank of England' on the front of all English bank notes.
- An image of the Queen as a watermark in the clear oval area of the bank note. (you may need to hold the bank note to the light to see the watermark)
- A metallic thread running through the bank note. It appears as silver dashes on the back of £20 & £50 notes. Held up to the light the thread should show up as a continuous dark line.

If you suspect that a customer is presenting a counterfeit bank note you should politely decline to accept the bank note advising the customer you believe the note is counterfeit.



If your unit experiences problems with counterfeit bank notes there are a number of tools available to help you identify fakes. Profit Protection advise the use of ultra violet lights or pens. These can be ordered from the approved stationary supplier.

If you identify a counterfeit bank note whilst reconciling the till or office, the note should be reported to the police as soon as possible. You will be given a receipt and the bank note will be sent to the Bank of England for analysis. If the note is genuine you will be reimbursed.



Download the 'Take a Closer Look, A Guide to Counterfeit Money' from the Profit Protection Connect page.

The guide is available for English and Scottish bank notes.



# 4. STOCK MANAGEMENT

The Unit Manager is responsible for ensuring all stock is stored securely and rotated with the appropriate date labels applied where required. In addition the Unit Manager is responsible for completing stocktakes in line with the sector timetable and for declaring an accurate stock valuation into Nexus.

Each unit is assigned a stock target which is the maximum value of stock that should be held in the unit. The stock target is calculated based on stock usage, value of sales and stock required to maintain service. Units are assigned both a financial target and a stock days target.



Contact your Finance Manager to obtain your financial and stock days targets or to discuss any concerns you have with achieving the target.

## 4.1 Stock Security

Stock must be stored in a locked environment within the unit. Where stock is held in locations away from the main unit the door to the storeroom must be kept locked and access restricted to Compass employees. The storeroom key must be managed in line with the key security procedures outlined in this manual. Access to stock held in fridges and freezers must be restricted to the appropriate unit employees. Where these are in public areas locks must be fitted and used.

A member of the unit team must be present when a delivery is received to accept the stock and to ensure it is stored securely, in line with HSE guidelines, inside the building.

## 4.2 Deliveries

All deliveries must be checked against the invoice / delivery note to verify the accuracy of the stock delivered. The invoice / delivery note must be annotated to indicate a physical check has taken place. Any discrepancies identified during the physical check must be reported to the supplier where required.

## 4.3 Purchasing

All purchasing must be made via Foodbuy Online, unless the unit has been classified at 'out of scope'. Any out of scope unit must ensure all purchases are from an approved supplier.



## 4.4 Procurement Card Purchasing

Where appropriate a procurement card is provided to the Unit Manager or nominated member of the team. The use of the card is restricted to purchases for items required in the unit and must be held and used only by the person named on the card. Receipts must be retained for all purchases and statements reconciled as per the instructions issued by the Procurement Team.

Company Procurement cards must be treated with the same care, security and attention afforded to an individual's credit card. The card must not be passed, (or the pin number divulged) to any other person.

## 4.5 Cash Purchasing

Cash purchasing must only take place with your Regional Managers' approval. Details of the cash purchase must be recorded on the Cash Purchase Control Log with copies of the receipts attached. The original receipt must be sent to the Unit Accounting Team at Parklands with the weekly bookwork return.

All cash purchases must be processed on Nexus on the day the purchase was made.



It is not permissible to include the value of a receipt as part of your cash in hand total during a safe check.

| CASH PURCHASE CONTROL LOG |          |             |                      |     |              |                   |                              |  |
|---------------------------|----------|-------------|----------------------|-----|--------------|-------------------|------------------------------|--|
| Unit Name                 |          |             | W/E Date             |     |              |                   |                              |  |
| Unit Number               |          |             | Signature of Manager |     |              |                   |                              |  |
| Date                      | Supplier | Description | Net Amount           | VAT | Gross Amount | VAT Receipt (Y/N) | Authorisation Received (Y/N) | Reason for Cash Purchase<br>Entered into Nexus (Y/N) |
|                           |          |             |                      |     |              |                   |                              |  |
|                           |          |             |                      |     |              |                   |                              |  |
|                           |          |             |                      |     |              |                   |                              |  |
|                           |          |             |                      |     |              |                   |                              |  |

#### 4.6 Sale or Return Items – for example Newspapers & Magazines

Returns of unsold products must be processed within the period specified by the supplier using the correct documentation. The Unit Manager is responsible for maintaining a log to ensure all credits are received for products returned.

Where a representative from a supplier visits the unit and remerchandises the product, a Compass employee must accompany the representative and verify the value of products removed or replenished.

#### 4.7 Processing Delivery Notes & Invoices

All delivery notes / invoices must be processed within two days of receipt, however best practice is to process on the day of receipt.

At period end care must be taken to ensure all delivery notes / invoices have been processed within the correct trading week.

#### 4.8 Goods Ordered & Received Controls

To ensure unit follows best practice for accurate accounting the Goods Ordered & Received Control Log should be completed for all purchases and orders placed outside of Foodbuy Online. The process provides a three way control to match orders, deliveries and invoices through all systems.

##### Completing the Goods Ordered & Received Control Log

1. Enter the date the order was placed with the supplier.
2. Enter the estimated value of the order. Where a system value is not available an approximate value should be entered. Suppliers will provide a value if requested.
3. Enter the name of the supplier.
4. Enter a brief description of the order placed e.g. chilled.
5. Enter the purchase order number where applicable.
6. Once the goods have been delivered, enter the invoice / delivery note number and the value of the order. If the delivery note does not have a value, contact the supplier to obtain a value.
7. Record on the log to confirm that the delivery has been physically checked against the invoice / delivery note.
8. Enter the value of any items damaged or short delivered.
9. Once the invoice has been processed in Nexus, enter yes on the log to confirm.
10. At the end of each week run the EDI matching report in Nexus to reconcile all non Foodbuy EDI deliveries and review the schedule of purchases to confirm all orders and invoices have been processed.

| Goods Ordered & Received Control Log |                              |               |                      |                       |                |                      |                    |          |
|--------------------------------------|------------------------------|---------------|----------------------|-----------------------|----------------|----------------------|--------------------|----------|
| Unit Name                            |                              |               | W/E Date             |                       |                |                      |                    |          |
| Unit Number                          |                              |               | Signature of Manager |                       |                |                      |                    |          |
| Date Order Placed                    | Estimated Value of Order (£) | Supplier Name | Description of Goods | Purchase Order Number | Invoice Number | Delivery Note Number | Delivery Value (£) | Comments |
|                                      |                              |               |                      |                       |                |                      |                    |          |
|                                      |                              |               |                      |                       |                |                      |                    |          |
|                                      |                              |               |                      |                       |                |                      |                    |          |
|                                      |                              |               |                      |                       |                |                      |                    |          |
|                                      |                              |               |                      |                       |                |                      |                    |          |
|                                      |                              |               |                      |                       |                |                      |                    |          |
|                                      |                              |               |                      |                       |                |                      |                    |          |
|                                      |                              |               |                      |                       |                |                      |                    |          |



The Goods Ordered & Received Log must be retained for 3 months.

## 4.9 Menu Planning

Where a menu planning tool is provided such as The Source, this must be used in accordance with the procedures issued.

**The key points applicable to all systems are:**

- The menus in use must match the actual food offer and tariff on display.
- Forecasting and production numbers must be entered into the system.
- Recipes must be printed no more than 24 hours prior to production.
- A process must be in place to record actual numbers produced, sold, staff meals & wastage.
- Portion control must be monitored.
- FIR Allergen information must be available for all items on that day's menu.



Complete the eLearning module relevant to the menu planning tool in use in your unit.

## 4.10 Managing Wastage

The Unit Manager is responsible for managing unit waste by implementing and maintaining the sector issued waste management tool.

The value of waste must be recorded in line with the sector requirements and action taken to evidence waste management is in place.



Obtain a copy of the waste management policy applicable to your unit from your Regional Manager. Further guidance on Managing Waste including systems such as Winnow refer to the Profit Protection Connect page.

## 4.11 Waste Cooking Oil

Waste oil must be collected by the Compass approved supplier.



Used cooking oil must not be sold or given to any other parties.

Contact details for your local depot can be found on the Olleco poster included in the appendices.

## 4.13 Stock Taking

Accurate stock counts are an integral part of the weekly trading routine and must be carried out in line with the company procedures included in this manual.

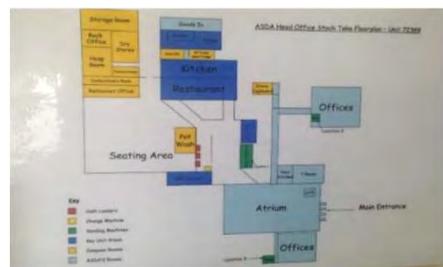
The Unit Manager is responsible for ensuring the stock valuation entered in Nexus is accurate and all supporting documentation is retained.

False declaration of stock valuations in Nexus will be deemed as gross misconduct and may lead to disciplinary action up to and including dismissal.

**The key points:**

- A full stocktake must be carried out at the end of each trading week unless written authorisation has been granted by the Sector Finance Director.
- Branded retail units are required to complete the stocktake process in line with the brand standards. Contact your Profit Protection Manager for further advice.
- Stocktakes must be started and completed within the same trading day.
- Every unit, regardless of size must have a floor plan showing the location of all storage and display areas within the unit where stock is held.

## Example floor plan



- To demonstrate the stocktake is carried out in a controlled manner a marking system must be used to indicate the products have been counted.
- The physical stock count must be validated where possible by a second person. The stocksheets must be annotated to show which product counts have been checked.
- Where possible there must be segregation of duties in place throughout the stocktake process. i.e. a different person should input the value of stock into Nexus from the person who counted the stock.
- A clean set of stocksheets must be used for each count. These must be kept for 6 months. Electronic stocksheets used to calculate the valuation of stock must be filed by week and period in a separate folder on the unit PC and retained for a minimum of 12 months.
- Stocksheets must be updated with the latest product prices using the latest delivery note / invoice.



Your Regional Manager or a third party in agreement with profit protection may conduct random spot checks to confirm the accuracy of the stock valuation.



Remember to check stock sheet formulas are correctly calculating the unit Stock valuation as these can often become corrupt.

# 5. PEOPLE

## 5.1 Code of Business Conduct

The Code of Business Conduct issued by Compass Group PLC brings together a number of policies to ensure that all employees carry out their duties in a professional, safe, ethical and responsible manner.

The Code can be found at [www.compass-group.com](http://www.compass-group.com)

You should refer to the Code and your Manager should you be in any doubt regarding any aspect of business conduct.

### The Code of Business Conduct covers:

Additional Employment, Personal Relationships at Work, Goods & Services, Receiving & Giving Gifts, Hospitality & Gratuities, Bribery & Corruption, Trade Associations, Accepting Payments from Clients, Disloyalty, Information Security, Inventions, Brand Protection, Money Making Activities, Borrowing or Lending of Money between Employees, Visitors / Unauthorised Personnel.



All relevant team members must complete the Code of Business Conduct Elearning module annually.

## 5.2 Personnel Files

A personnel file must be maintained for each unit employee. This file must include only the required documents relevant to the employee.

Personnel files must be kept in a locked cabinet and the key kept under the Managers control. Access to personnel files must be restricted with no employee being able to access their own file.

### The Key Documents are:

- A signed copy of the contract of employment.
- Right to work in the UK documentation (Signed and dated by manager).
- Training record card updated and signed for all relevant training (Not mandatory).
- Personal Development Reviews.
- Role / Sector specific policies.
- A signed copy of the employee feeding policy.

## 5.3 Right to Work

All employees must have copies of the correct right to work in the UK documentation in their personnel file. The copies must be annotated with 'original copy seen' and signed by the person who carried out the physical check.

Full details of the right to work and the acceptable documentation proving right to work in the UK can be found at [www.gov.uk/legal-right-to-work-uk](http://www.gov.uk/legal-right-to-work-uk) or for further guidance contact [righttowork@compass-group.co.uk](mailto:righttowork@compass-group.co.uk)



Where a copy of a passport is taken as evidence of the right to work in the UK, it is important that a copy of all pages containing personal details including nationality and any stamps or endorsements allowing the individual to undertake employment in the UK are retained.



Maintain a register for all employees who have a time restricted or student visa to ensure the expiry date and the permitted hours to work are not exceeded.

## 5.4 Employee Meal Policy & Staff Purchases

Some contracts within Compass UK & Ireland provide an employee meal allowance and / or a discount on purchases. Retail items are excluded from any employee meal policy i.e any products with a barcode.



Place a signed copy of the employee meal and staff purchase / discount policy relevant to your contract in each individual personnel file.

Where there is no entitlement to any free meal allowance this must be documented within individual personnel files.

Units with EPOS tills must process all employee meals through the till using the staff feeding function.

Where the unit till does not have an employee feeding function the Employee Feeding Control Sheet must be used to record all employee meals.

| EMPLOYEE FEEDING CONTROL SHEET |      |            |                   |                    |
|--------------------------------|------|------------|-------------------|--------------------|
| Unit Name                      |      |            | Unit Number       |                    |
| Date                           | Name | Till Value | Cashier Signature | Employee Signature |
|                                |      |            |                   |                    |
|                                |      |            |                   |                    |

Where an employee chooses to purchase items over their allowance these must be processed through the till as a sale. The manager or supervisor must sign the receipt to validate the purchase. No employee is permitted to process their own transaction through the till.

Failure to follow the staff feeding / discount policy will be viewed as gross misconduct and will result in disciplinary action up to and including dismissal.

## 5.5 Personal Belongings



The Unit Manager is responsible for ensuring a secure storage facility is provided for all employees' personal belongings and is used by all employees.

Employees who handle or have access to company monies are required to complete the Personal Cash & Stock Declaration sheet to provide a record of any money they bring into work.

Employees who handle or have access to company stock are required to complete the Personal Cash & Stock Declaration sheet to provide a record of any products stocked in the unit that they bring into work.

| Personal Cash & Stock Declaration   |      |                 |           |            |
|---|------|-----------------|-----------|------------|
| <small>All members of staff must declare all cash and any products purchased outside of the unit in their possession when they start work. Employees are not permitted to carry any money on their person during their shift. Any money found on an employee that has not been declared will be deemed as gross misconduct and may lead to disciplinary action.</small> |      |                 |           |            |
| Date  | Name | Value / Product | Signature | Checked By |
|   |      |                 |           |            |
|   |      |                 |           |            |

## 5.6 Payroll Controls

The Unit Manager is responsible for ensuring a staff rota is produced and displayed in an area available to all unit employees. The rota should be prepared at least two weeks in advance or in line with sector agreements to allow employees visibility of their shifts.

The rota must clearly show which shifts are contracted and which are overtime. The rotas must be kept for a minimum of 12 months.



All unit employees must be included on the rotas.

## 5.7 Time Sheets

All unit employees are required to record their actual attendance. Where a Time and Attendance system is provided each employee must have their unique ID / clocking card. Where a Time and Attendance system is not provided employees must complete the unit time sheet with their actual start and finish times and sign at the end of their shift as confirmation. Break times must also be recorded.

| WEEKLY TIMESHEET |       | Week Ending |     | Unit Name |     |     |     |     |     |       |
|------------------|-------|-------------|-----|-----------|-----|-----|-----|-----|-----|-------|
| Name             | Hours | Date        | Thu | Fri       | Sat | Sun | Mon | Tue | Wed | Total |
|                  |       | Start       |     |           |     |     |     |     |     |       |
|                  |       | Finish      |     |           |     |     |     |     |     |       |
|                  |       | Break       |     |           |     |     |     |     |     |       |
|                  |       | Signature   |     |           |     |     |     |     |     |       |
| Morning Shift    |       |             |     |           |     |     |     |     |     |       |
|                  |       | Start       |     |           |     |     |     |     |     |       |
|                  |       | Finish      |     |           |     |     |     |     |     |       |
|                  |       | Break       |     |           |     |     |     |     |     |       |
|                  |       | Signature   |     |           |     |     |     |     |     |       |
| Evening Shift    |       |             |     |           |     |     |     |     |     |       |



Employees are not permitted to clock / sign in or out for any other employee. Instances where this is found will be treated as gross misconduct.

## 5.8 Inputting Payroll into Nexus (Units without OurTime)

The entries in Nexus for overtime, holidays and absence must match the timesheets / Time and Attendance system i.e. if a member of staff works 6 hours overtime over two days the overtime entry on Nexus must reflect the actual days the overtime was worked.

All overtime, acting up allowances, gratuities, bonus payments and enhancements must be authorised by the regional or contract manager and the supporting documentation retained.

## 5.9 Additional Payroll Payments

### Overtime

Overtime is used to pay an employee for any additional hours worked in excess of their contract. Overtime must be authorised by the Regional Manager and supporting documentation retained in line with the sector policy.

### eLearning

All time spent completing mandatory training should be completed with normal working hours. Where this is not possible and an employee completes this is their personal time, additional overtime must be appropriately paid under 'Training' or time in lieu given to compensate.

### Time in lieu

The use of lieu time must be accurately recorded, showing when earned, when returned and the employees outstanding balance owned, in line with the Toil Policy.



Overtime payments can only be used where additional hours have actually been worked. Payments relating to acting up allowances and any other adhoc payments must be processed by using the correct option in OurTime or Nexus as appropriate.

**Acting up Allowances (Nexus Only)** are used to pay an employee who is temporarily covering a more senior position. All acting up allowances must be authorised by your Regional Manager.

The screenshot shows the 'Employee Attendance Record' window in Nexus. At the top, it says 'Employee Attendance Record' and 'Week Number 40 (This is the Current Week)'. Below that is a table with columns: Surname, First Name, Contracted, Overtime, Enhanced, Holidays, SickLeave, Absence, Attendance, and Adjustment. The data includes names like Brown, Park, Lewis, McGehee, and Sharpe. At the bottom of the table, there's a section for 'Adjustments' which lists 'Employee Number: 11472763', 'Name: Gail Brown', 'Telephone:', and 'Days per Period: 5'. Under 'Payment Item - Description', there is a list with one item circled in red: 'Acting Up (M22)'. At the bottom right, there are 'OK' and 'Cancel' buttons.

**Gratuities, Bonus Payments & Premium Rate Overtime (Nexus Only)** may only be used with prior written authorisation from your regional or Finance Manager and managed under the UK & I Tips and Gratuity Policy.

This screenshot is similar to the previous one, showing the 'Employee Attendance Record' window in Nexus. It displays the same table of employee attendance data and the 'Adjustments' section. In the 'Payment Item - Description' list at the bottom, the 'Bonus Rate Pay' entry is circled in red. The 'OK' and 'Cancel' buttons are visible at the bottom right.

Where payroll in Nexus is managed by an administrator the input of information must be reviewed by the manager prior to submission.



The person responsible for authorising payroll must not process their own or any immediate relations' working hours on Nexus. Arrangements must be made with your line manager for these employees' payroll to be processed via OLLM.



Ask your Finance Manager or Regional Manager to send you a copy of your Labour Analysis Report from SAP to ensure all payments made to employees match the payments processed on Nexus.

## 5.10 Agency Labour

All agency labour must be booked via 'Constellation' and authorised in line with the sector policy.



Ask your regional or Finance Manager what the policy is for authorising resource network labour.

All leavers must be processed on the HR Portal on receipt of the employees' termination of employment. The last working day must be recorded correctly.

Where the payroll cut-off date has passed or where the employee leaves without notice and there is a risk they will be overpaid, the payroll team must be contacted for advice.

The payroll team can be contacted on 0121 457 5555.



Remember to collect any company belongings that the leaver may have. For example locker keys and security ID card.

## 5.12 Personal Expenses

The company operates an online web based system for submitting personal expenses.

Wherever possible, if issued with a company credit card this must be used to settle all personal expense claims. All other cash expenses must be processed using the online expense portal. Personal expenses must not be paid from the unit cash in hand or safe.

The online expense system is for all Compass employees.

Cash Advances / loans (e.g from tills, floats, petty cash & safes etc) are not permitted. Any salary advance can only be made via the payroll department and must be authorised by an Executive Director.



Download a copy of the company Travel & Expense Policy from Connect.

# 6. FINANCIAL CONTROLS

## 6.1 Budgets, Targets & Variances

As part of the unit financial controls the Manager is expected to be fully aware of the budgeted targets and actual year to date performance for sales, gross profit, labour and sundries.



Investigate any variances to budget and agree appropriate actions with your regional and Finance Manager.

The Unit Manager is responsible for ensuring any queries raised by Central Finance, Treasury or Profit Protection are fully investigated with the findings documented and a return submitted within the specified timescale.

## 6.2 Retention of Company Documents

All relevant paperwork containing cash and financial information must be kept in a tidy and logical manner and retained in accordance with the Company Retention Policy. A copy of the Retention of Profit Protection Documents is included within the appendices.



A model office stores unit paperwork by day, week & period. The filing is regularly reviewed and older documents archived or destroyed once expired in line with the retention policy.

Documents stored in boxes must be kept in period and week order.



## 6.3 Hospitality & Invoiced Sales

Where a service is provided and the cost is charged to the customer / client opposed to being processed through the till as a cash transaction it is important to ensure all charges are raised through Nexus using client issues or invoiced sales with the correct VAT rate applied.

A Client Issue is where the service or products provided is additional to the contract and is submitted as part of the monthly bill.

An Invoice Sale is where the service or product provided is charged on a separate invoice.



Check with your Regional or Finance Manager what the appropriate method for charging additional hospitality or sales is within your contract.

## Processing a Client Issue or Invoice Sale

1. Obtain a formal request from the client / customer detailing what service or product is required and cost centre details where applicable.
2. Agree the cost of the service and obtain written or electronic authorisation from the client / customer. Where the service is part of the contract i.e milk is delivered to 3 floors every day, a copy of the contract or written authorisation from the client must be obtained.
3. Once the service has been agreed the formal request must be numbered and recorded on a tracker. The tracker is used to ensure all services and products provided are charged.
4. On completion of the service obtain a signature from the customer / client to confirm the service has been provided.
5. Process the invoice or client issue as appropriate in Nexus within the same trading period the service or product is provided.
6. Update the tracker to confirm the invoiced sales or client issue has been processed.
7. Retain all supporting documentation for 12 months.

## Example Hospitality Booking Form

| Eurest Services   |                  | Hospitality Booking Form:<br>Once complete please email to: <a href="mailto:hospitality@compass-serve.co.uk">hospitality@compass-serve.co.uk</a>   |              |
|---|------------------|--|--------------|
| Requested By:   | Department:      | Date of Booking:   | Cost Centre: |
| Room Name:  | No of attendees: | A minimum of 72 hours notice is required for Hospitality Bookings  |              |
| Tea / Coffee<br>Tea £2.00 per head; Coffee £2.00<br>Per Head (Service £0.50 extra)    |                  | Times of Service<br>Orange Juice / Water<br>£2.00 per jug / Glass £1.00<br>per bottle  |              |
| Danish Pastries £0.50 each  |                  | Time of Service<br>Crescent & Preserve £1.00 each  |              |
|   |                  | Time of Service<br>Finger Buffet 1<br>(Executive - £4.25 per head<br>Selection of White & Wholemeal Scones 210g per person<br>Fresh Fruit<br>Selection of Cakes<br>Selection of Crisps<br>Selection of General Scone (Chocolate Brownies)              |              |
|   |                  | Time of Service<br>Finger Buffet 2<br>(Executive & External Clients - £4.75 per head<br>Selection of Open Sandwiches<br>Bacon, Egg & Tomato<br>Orange Dim Sum with Hot Sirloin<br>Smoked Salmon & Cream Cheese<br>Selection of Cakes<br>Fresh Fruits   |              |
|   |                  | Time of Service<br>Meals 3<br>(Executive & External Clients - £9.25 per head<br>Pork Pie & Chutney<br>Selection of Crustless & Hummus<br>Tomato & Mozzarella<br>Chicken Skewers<br>Smoked Salmon & Cream Cheese<br>Selection of Crisps<br>Fresh Fruits |              |
| Please specify any special dietary requirements (e.g. Nut allergies, Vegetarian, ...) |                  |  |              |



It is important to ensure that no service or product is issued without the correct authorisation and supporting documentation.



Remember to include hospitality prices when carrying out a tariff review.

## 6.4 Managing Debt

It is the Unit Managers responsibility to manage the debt associated with invoiced sales using the aged debt report. The report must be reviewed every period and any outstanding debt followed up with the client or the person who requested the hospitality. Contact your Finance Manager or Regional Manager for advice if payment is not received.



Where the aged debt report is not available in Nexus this can be requested by emailing your sector Management Accounting Team.



Consideration may need to be given to suspending the hospitality service where payment has not been made. Discuss with your Regional Manager and Finance Manager before suspending any service.

## 6.5 Deposits

Where a deposit is taken as part payment for a service this must be declared in Nexus by entering the value under the deposit icon within invoiced sales. Once the service has been provided or the balance of payment is due the sale must be completed as an invoiced sale in Nexus. This process will recall the deposit and deduct the value from the final invoice.



To be compliant with Money Laundering and Code of Business Conduct legislation cash deposits must not be taken. Cash can only be accepted for direct purchases made by the end customer.

## 6.6 Tariff

All units must display the current tariff in operation. The tariff must reflect the prices programmed into the unit tills. Compass are legally required to display the selling price close to the products and available to the customer without them having to ask for it. Units with EPOS tills must carry out weekly price checks and for any new promotions. A record of the checks made must be retained to demonstrate due diligence. Contact your Profit Protection Manager for advice on an appropriate process.

The tariff must be reviewed in line with the operating company / client policy and any contractual obligations. Any changes to the tariff must be approved by the Regional or Finance Manager, and Client where appropriate, with supporting documentation retained in the unit.

## 6.7 Company Assets

Each unit must have a copy of the asset register. The asset register details all the assets listed on the company balance sheet for the unit. It is the Unit Managers responsibility to ensure the accuracy of the asset register is maintained.



Obtain a copy of the asset register or to advise of any changes required contact your Finance Manager.

## 6.8 Managing GP

It is the Unit Managers responsibility to ensure an accurate GP is generated prior to closing and submitting the end of week bookwork. Where the Nexus generated GP is not in line with budget or expectations the following checks must be carried out prior to closing the books.

1. Check all sales have been entered correctly on Nexus using the correct TAC code and VAT rate.
2. Check all cash purchases have been processed.
3. Check the unit stock valuation has been calculated and entered into Nexus correctly.
4. Check the unit stock sheets for; incorrect prices, formula errors, pack size errors and exceptional stock quantities.
5. Check any stock transfers in or out have been processed correctly.



If no errors are identified the GP must not be manipulated by altering the unit stock valuation or any other Nexus entry.

1. Retention of Profit Protection Documents
2. Foodbuy - Ordering, goods receipting, 3 way match & Nexus entries
3. A Guide to EDI Matching & Schedule of Purchases
4. Unit Stocktaking Procedures
5. EPAY Procedures
6. Lottery Procedures
7. Till Operator Declaration
8. PCI Compliance in Practice
9. Personal Stock & Cash Declaration
10. Training Mode Control Log
11. Key Register
12. Key Log (Client Held Keys)
13. Key Log (Unit Held Keys)
14. Key Holder & Access Control Declaration
15. Employee Search Checklist
16. Employee Search Log
17. Unit Cash & Stock Handover form
18. Void Control Log
19. Refund Control Log
20. Till Cash Variance Log
21. Till Variance Action Checklist
22. Float & Cash Takings Reconciliation
23. Daily Safe Check (1 day)
24. Daily Safe Check (7 days)
25. Sales Control
26. Sealed Bag Control Log
27. Vending Control Sheet
28. Cash Purchase Control Log
29. Nexus Timesheet
30. Employee Feeding Control Sheet
31. Goods Ordered & Received Control Log
32. Visitor Log
33. Café Loyalty Log
34. Daily Loader Takings Reconciliation
35. Visitor Cards Control
36. Manual Card Refund Control Log
37. G4S Security Procedures
38. Olleco – Used Cooking Oil Poster
39. Speak Up Poster

# Retention of Profit Protection Documents

Unit Managers are responsible for ensuring that Company paperwork is preserved to satisfy legal requirements and for Company audit purposes.

A clear and logical filing system needs to be established in each unit making full use of the space and equipment available. Files and documents must be stored for the period of time indicated.

Please refer to the Compass Group Document Retention Policy on the Intranet (Support Functions > Legal & Corporate Secretarial Services > Policies & Procedures) for further details.

| <b>Payroll</b>  | <b>Retention Period</b> | <b>Method of Disposal</b> |
|---|-------------------------|---------------------------|
| Payroll Reports   | 6 Years                 | Shred                     |
| Timesheets/Signing In Books                                     | 18 Months               | Shred                     |
| Staff Rotas   | 6 Years                 | Shred                     |
| Staff Personnel Files   | 6 Years after leaving   | Shred                     |
| <b>Till/Cash Off</b>  | <b>Retention Period</b> | <b>Method of Disposal</b> |
| Audit Rolls   | 6 Years                 | Bin                       |
| Float & Cash Takings Reconciliation Forms                       | 12 Months               | Shred                     |
| End of Day Till Reads (Z Reads)                                 | 12 Months               | Shred                     |
| Refund & Void Control Logs (including receipts)                 | 12 Months               | Shred                     |
| Credit/Debit Card Receipts                                      | 12 Months               | Shred                     |
| Cashier Error Logs  | 12 Months               | Shred                     |
| Training Mode Control Logs                                      | 12 Months               | Tear Up                   |
| <b>GP Control</b>   | <b>Retention Period</b> | <b>Method of Disposal</b> |
| Stock Count Sheets  | 6 Months                | Tear Up                   |
| Wastage Sheets  | 6 Months                | Tear Up                   |
| Employee Feeding Control Sheets                                 | 6 Months                | Tear Up                   |
| Portion Control Checklists                                      | 6 Months                | Ter Up                    |
| Production Control Sheets                                       | 6 Months                | Tear Up                   |
| Cash Purchase Control Logs                                      | 12 Months               | Tear Up                   |
| Copies of Cash Purchase Receipts                                | 12 Months               | Shred                     |
| Copies of Procurement Card ( P Card) Purchases                  | 12 Months               | Shred                     |
| EDI Invoices  | Rolling 3 Months        | Shred                     |
| Copies of Non EDI Invoices                                      | 12 Months               | Shred                     |
| Client Invoices/Client Issues/Hospitality Back Up Documentation | 6 Years                 | Shred                     |
| <b>Cash Control</b>   | <b>Retention Period</b> | <b>Method of Disposal</b> |
| Daily Safe Checks   | 12 Months               | Tear Up                   |
| Unit Cash & Float Handover Forms                                | 12 Months               | Tear Up                   |
| Bank Paying-In Books  | 6 Years                 | Shred                     |
| Vending Control Sheets  | 12 Months               | Shred                     |
| Sales Control Sheets  | 12 Months               | Shred                     |
| <b>Other</b>  | <b>Retention Period</b> | <b>Method of Disposal</b> |
| Sealed Cash Bag Control Log                                     | 12 Months               | Tear Up                   |
| Key Register  | 12 Months               | Tear Up                   |
| Key Control Logs (Unit Held & Client Held)                      | 12 Months               | Tear Up                   |
| Employee Search Logs  | 12 Months               | Shred                     |
| Employee Search Checklist                                       | 12 Months               | Shred                     |



**Profit Protection**  
Risk & Control

Protecting our people, property, profit & brand



Foodbuy

# A guide to ordering, goods receipting, 3 way match & Nexus entries.



COMPASS  
GROUP

# Foodbuy: A guide to ordering, goods receipting & 3 way matching

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## Introduction

Foodbuy is Compass Group UK & Ireland's portal for placing orders and accessing all of the information and reports relating to your suppliers and products. Foodbuy provides you with access to all of our core suppliers.

This guide consists of 4 key activities;

1. Goods Ordering
2. Goods Receipting & Invoicing
3. 3 Way Match
4. Nexus entries

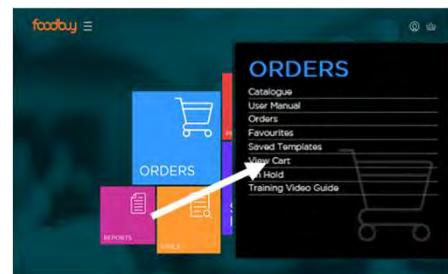


# GOODS ORDERING

## 1.0 Ordering

The Orders tile is where you can:

- Browse and order from your catalogue.
- Place orders from your favourites and saved templates.
- See current, on hold and previous orders.

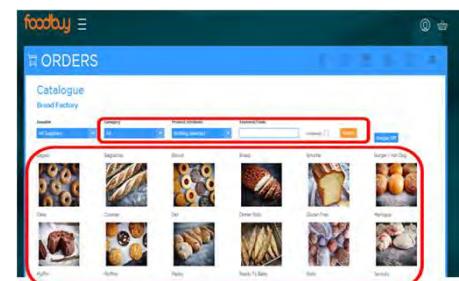


Once in the Orders section, you can use the icons at the top right of your screen to navigate your way around.

### 1.1 Ordering – Catalogue

There are two ways to navigate the Catalogue section to find the your required products;

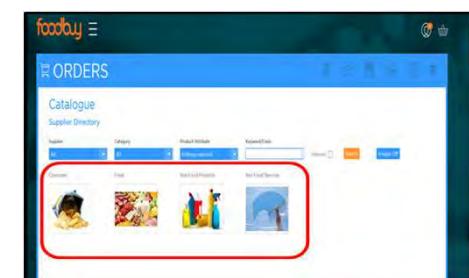
- Use the drop down menus at the top of the screen to filter by Category or Product Attribute.
- You can use the search box to search by Product Code or Keyword. Once you have made your selection, click.
- In the lower section of the screen, you can select from the options by clicking on the image or name.



### 1.2 Ordering – Supplier Directory

This is a free text option for suppliers that do not have a catalogue of products in the system.

- Click on the supplier directory
- You are now presented with category fields which you can select by clicking on the image or name.



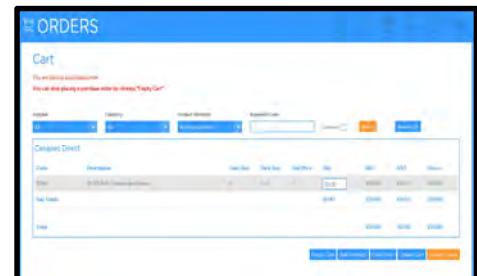
### 1.3 Ordering – The Cart

To add products to your cart, enter the required information into the boxes and click Add Product.

You can view your cart at any time by clicking the basket icon at the top right of the screen 

For a Supplier Directory order, the following information will be required. For a catalogued products this will be provided and only the quantity is required.

- Add Product Description e.g. Semi-skimmed Milk
- Add Product code/Description (this is now the first line of product in your order)
- Add Unit of measure e.g. 2 Litre
- Add the Price for the unit e.g. £2.35
- Add Quantity you require e.g. 10



## 1.3 Ordering – The Cart.

You will see the contents of your cart.

Here you can:

- Empty the Cart
- Change quantities
- Add to a Saved Template
- Hold the order for later
- Confirm your Order

Catalogue Vendor

To add products to your cart, enter the required information into the boxes and click Add Product.

[Add Product](#)

Supplier Directory Vendor

You will see the contents of your cart.

Here you can:

- Continue searching for more products.
- Empty the Cart
- Change quantities then click Update Cart
- Add to a Saved Template
- Hold the order for later
- Confirm your Order

## 1.4 Ordering – Hold Orders

A Hold Order allows you to create an order that can be placed at a later date or time. When required Orders On Hold must be confirmed and checked out, as the system will not automatically send the orders.

- To hold an order to be placed at another time, from the View Cart screen, click Hold Order.

[Hold Order](#)

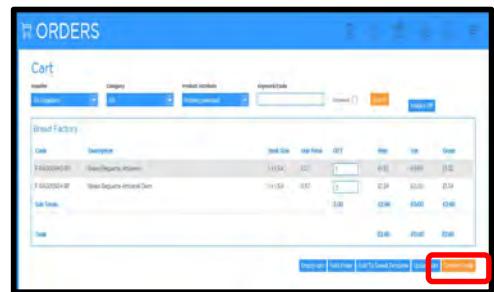


- In the **On Hold Orders** screen, you can **Resume** or **Delete** your orders by clicking on **Options**.

## 1.5 Ordering – Confirming Your Order

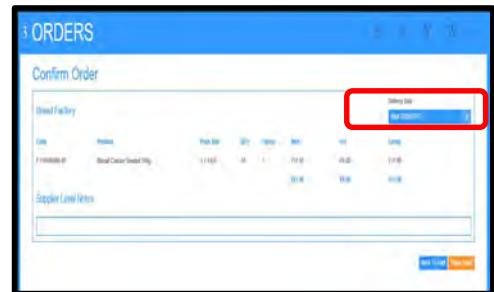
- In the Cart screen, to place your order, click Confirm Order

Confirm Order



A screen will appear showing confirmation of delivery details. This will show the next available delivery date for that order.

- This is the only point where the delivery date can be amended.
- To alter the delivery date click the arrow on the right hand side of the date shown & a drop down list of all available delivery dates will be shown.



## 1.6 Ordering – Confirming Your Order – Lead Times & Notes

If you have products in your cart that have a lead time which exceeds your requested delivery date, you will see a warning message.

WARNING!

If you leave the product(s) in the cart, your delivery date will be automatically corrected by the system to reflect the longest lead time.

Alternatively, you can remove the product with the long lead time, continue and place the rest of your order, then place the long lead time products in a separate order.

Some suppliers can receive notes regarding your order. This depends on the supplier's system capabilities. You can call the supplier to see if they can/have received any notes with your order.

- Press the Place Order button at the bottom of the screen & an order confirmation screen will be shown.
- You can Print the confirmation if required, but all orders are stored electronically and can be accessed from your Order History in Reports

## 1.7 Ordering – Favourites

The Favourites list is based on your ordering history over the previous 3 months and will update continually in line with this.

- Favourites shows the products you order most often.
- Use the drop down boxes at the top of the screen to filter how you view your favourite items.
- To add items to your cart, enter the Qty and click Add to Cart.



## 1.8 Ordering – Order Confirmations

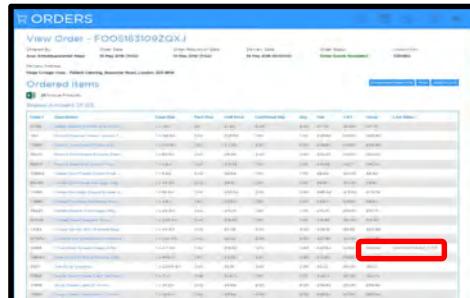
- To view order confirmations from suppliers, click on the “Orders” tile and select Order History.
- Click on the Purchase Order Number of the order you wish to view.



Please note: Not all suppliers have the technical capability to send order confirmations back to Foodbuy Online. e.g. Brakes have this capability.

Once you click on the Purchase Order reference, you are shown the full details of the order.

- If the supplier can send confirmations back, you will be able to see any items they are unable to deliver and the reason why.
- Where we have an agreed substitute in place, the supplier will ensure this is detailed in the confirmation.



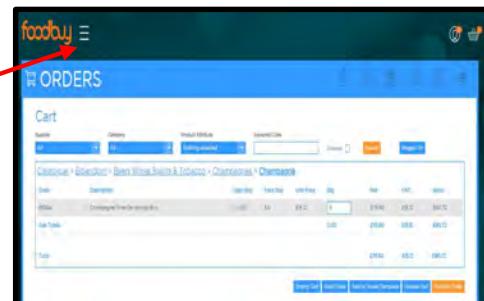
## 1.9 Ordering – EDI Orders placed outside Foodbuy Online (Telephone Orders)

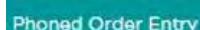
In certain circumstances some orders will not be placed via Foodbuy Online and the order will need to be placed over the telephone directly with the supplier.

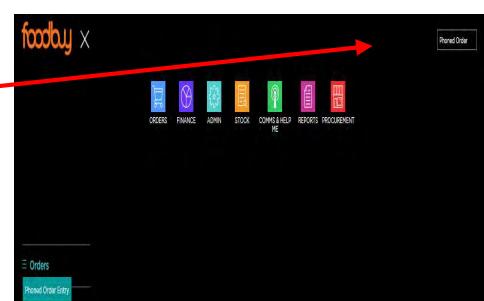
After the telephone order has been placed, the Super user **MUST** create the order in Foodbuy as a ‘Phoned Order’. This ensures that a duplicate order is not sent to the supplier, however will allow the unit to goods receipt and 3 way match the documents.

Once ‘Phoned Order’ has been created the supplier **MUST** be contacted and advised of the PO reference and the supplier must include this on their invoice. e.g. PF0000

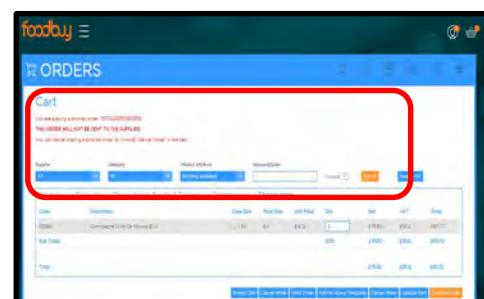
- Create your order as normal.
- PLEASE NOTE:** You cannot combine an order for Directory and Catalogue, these must be separate orders.
- Place all of your products into the cart.
- DO NOT** click Confirm Order yet.
- Click on the Burger Menu. 



- Type ‘Phoned Orders’ in the search bar.
- Click on Phoned Order Entry. 



- You will be taken back to your cart and a message advising you have placed a Phoned Order will be displayed.
- Checkout as normal. Your order will not be sent to the supplier.



# GOODS RECEIPTING (GRN) & INVOICING

Completion of Goods Receipting will;

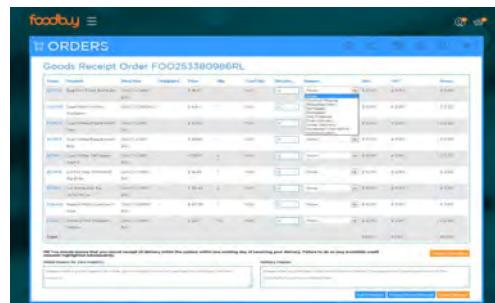
- Confirm what you have received and accepted.
- Record why you are rejecting an item or why it was not delivered.
- Ensure you only pay for what has been delivered.
- Enable accurate estimate for accruals.

It also enables central reporting information to help manage our vendor relationships;

- What products we are buying.
- How much we are spending with a specific supplier or on a particular category.

## 2.1 Goods Receipting - How to complete

Once the order has been delivered to the unit, each item needs to be receipted to confirm it has been delivered.



- Orders requiring receipting will be found in the “Overdue Orders” Tab.
- Click on this tab to select the order you want to receipt.

- When orders are ready to be receipted, click on the goods receipt box on the right hand side of the order.
- To receipt the order, complete each line stating the quantity delivered and accepted.
- Any items not delivered or rejected, need to have an appropriate reject reason when the quantities do not match.

All orders **MUST** be correctly receipted to ensure that any subsequent credits are raised.



Orders **MUST** be receipted within **48 HOURS** of delivery.

Failing to complete a receipt within this timeframe, will block further orders from being placed with that supplier.

## 2.1 Goods Receipting - How to complete

- Complete each line and note the exact quantity delivered / accepted.
- Add an appropriate reason when the quantities do not match.
- Add any products delivered and accepted that were not on your original order.

The screenshot shows the 'ORDERS' section with a sub-header 'Goods Receipt Order FOO2533809E9FE'. It displays three lines of delivery information:

| Order | Product                            | Batch/Line | Received Qty | Unit | Unit Qty | Unit Price | Net   | Gross | Total |
|-------|------------------------------------|------------|--------------|------|----------|------------|-------|-------|-------|
| 1     | Cartridge Black Toner 1000 Sheet   | 10-13      | 8.00         | 2    | 0.00     | £1.60      | £1.60 | £1.60 | £1.60 |
| 2     | Cartridge Cyan Toner 1000 Sheet    | 10-14      | 8.00         | 2    | 0.00     | £1.60      | £1.60 | £1.60 | £1.60 |
| 3     | Cartridge Magenta Toner 1000 Sheet | 10-15      | 8.00         | 2    | 0.00     | £1.60      | £1.60 | £1.60 | £1.60 |

Below the table, there are two input fields: 'Global Reason for Zero Quantity' and 'Delivery Dispute'. A note at the bottom states: 'All You should ensure that you receive receipt of delivery within the system within one working day of receiving your delivery. Failure to do so may voidable credit notes will be issued if delivery is delayed by more than one working day.'

### Global Reason for Zero Quantity:

Use this box to zero out the whole purchase order where an order has been cancelled. If a whole order is cancelled, individual lines do not need to be updated. A reference or name of the individual who was spoken with at supplier to confirmed the cancelled order must be recorded.

The screenshot shows a single input field labeled 'Global Reason for Zero Quantity' with the placeholder text 'Please enter a global reason for order goods receipt, which will replace the individual line item reason.' Below it is a note: 'Please enter a global reason for order goods receipt, which will replace the individual line item reason.' and 'Delivery Details'.

### Delivery Dispute:

Use this box to send an email to the supplier to highlight any delivery disputes you wish to raise. Item not delivered or credit requests are must **NOT** to be entered here. This is where the physical delivery had an issue – ie.: came later than agreed, rude driver etc.

The screenshot shows a single input field labeled 'Delivery Dispute' with the placeholder text 'Please enter any delivery dispute information below. The supplier will receive an email of the information you have entered here.' Below it is a note: 'Please enter any delivery dispute information below. The supplier will receive an email of the information you have entered here.'

## 2.2 Goods Receipting - How to complete – Weighted Items



Weighted items are indicated by a scales image.



This allows goods to be receipted to two decimal places. Ensure these are marked exactly to how the supplier has labelled the product.

- Enter the exact quantity – line by line.
- Add any products delivered and accepted that were not on the original order.
- Some orders may have weighted and non weighted items on it – all weighted items will be indicated by the scales.

The screenshot shows the 'ORDERS' section with a sub-header 'Goods Receipt Order FOO2533807V5CO'. It displays numerous lines of delivery information, many of which include a scales icon to indicate they are weighted items. The columns are identical to the previous screenshot.

## 2.3 Goods Receipting - Sorting

Foodbuy Online allows the columns to be sorted to make completing actions quicker and easier. In the Goods Receipting screen, columns can be sorted.

### Code:

This is the VMC code – it can be sorted highest to lowest or visa versa.

### Product:

This is the Product Description.

The screenshot shows the 'ORDERS' section with a sub-header 'Goods Receipt Order FOO2533809E9FE'. It displays three lines of delivery information:

| Order | Product                            | Batch/Line | Received Qty | Unit | Unit Qty | Unit Price | Net   | Gross | Total |
|-------|------------------------------------|------------|--------------|------|----------|------------|-------|-------|-------|
| 1     | Cartridge Black Toner 1000 Sheet   | 10-13      | 8.00         | 2    | 0.00     | £1.60      | £1.60 | £1.60 | £1.60 |
| 2     | Cartridge Cyan Toner 1000 Sheet    | 10-14      | 8.00         | 2    | 0.00     | £1.60      | £1.60 | £1.60 | £1.60 |
| 3     | Cartridge Magenta Toner 1000 Sheet | 10-15      | 8.00         | 2    | 0.00     | £1.60      | £1.60 | £1.60 | £1.60 |

Below the table, there are two input fields: 'Global Reason for Zero Quantity' and 'Delivery Details'. A note at the bottom states: 'All You should ensure that you receive receipt of delivery within the system within one working day of receiving your delivery. Failure to do so may voidable credit notes will be issued if delivery is delayed by more than one working day.'

## 2.4 Invoicing - Manual / Paper invoices

In certain circumstances you will receive a manual or paper invoice from a supplier which **MUST** be receipted into Foodbuy Online. This could be due to either the supplier not being fully integrated with electronic invoicing or where a telephone order has been placed and a ‘Phoned Order’ have failed to be created in Foodbuy Online.

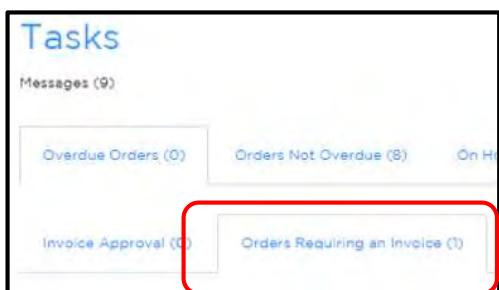
## 2.5 Invoicing - Manual / Paper invoices with an order reference e.g. PF000

Once the order has been delivered to the unit, the manual/paper invoice needs to be recorded in Foodbuy online and **NOT** in Nexus.

- Hover over the “ORDERS” tile and click on ‘Tasks’.

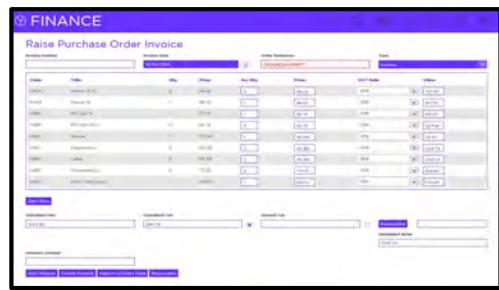


- Manual Orders requiring receipting will be found in the “Orders Requiring an Invoice” Tab.



The information entered must be accurate to the Supplier’s Invoice

- Invoice Number.
- Invoice Date.
- Invoice Values – NET, VAT & Gross accurate to invoice.
- Add Products or Create Products if they are not showing on the original order.



- To complete, click on Raise Inv/Credit Note



The invoice will now be matched against the goods received value.

## 2.6 Invoicing - Manual / Paper invoices without an order reference

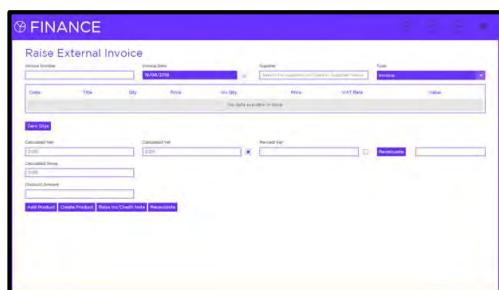
If an invoice is received without an order reference (normally when a telephone order has been placed and a ‘Phoned Order’ has failed to be created in Foodbuy Online) this needs to be recorded in Foodbuy Online.

- Hover over the “ORDERS” tile and click on ‘Tasks’.
- Invoices that don’t have an associated order in the Foodbuy must be entered using the “Raise Invoice with No Order Ref” tab.



The information entered must be accurate to the Supplier’s Invoice

- Invoice Number.
- Invoice Date.
- Invoice Values – NET, VAT & Gross accurate to invoice.



## 2.6 Invoicing - Manual / Paper invoices without an order reference Cont.

To load products into the invoice, click either:

- Add Product – This is where the product already exists on the system.

**Add Product**

- Create Product – This is where the product does not exist on the system.

**Create Product**

The screenshot shows the 'Raise External Invoice' interface. At the top, there's a search bar and several dropdown menus. Below that, there are sections for 'Customer Info', 'Invoice Details', and 'Line Items'. A prominent blue button labeled 'Add Product' is located in the middle-left area. A red box highlights this button, indicating it's the next step after clicking 'Create Product'.

### Adding a Product

- Search for product using the code or name.
- Select the product by ticking the box.
- Click "Insert Product"

The screenshot shows the 'Search Products' screen. It has a search bar at the top with the placeholder 'Code / Description'. Below is a table of product results with columns for 'Code', 'Name', 'Stock', and 'Active'. A red box highlights the 'Insert Product' button at the bottom right of the table.

Repeat this process until all products have been added

### Create a Product

- Complete all of the information required.
- Click on "Submit".
- Repeat this process until all products have been created.
- To submit the invoice, click on "Raise Inv/Credit Note"

The screenshot shows the 'Create a Product' screen. It includes fields for 'Product Ref.', 'Ref Name\*', 'Status', 'Type\*', 'Tax', 'Main Desc', 'Uom Desc', 'Category', 'VAT Code\*', 'Date Active', and various unit and price fields. A red box highlights the 'Submit' button at the bottom right.

- Once submitted, you will see the Order Reference for your invoice

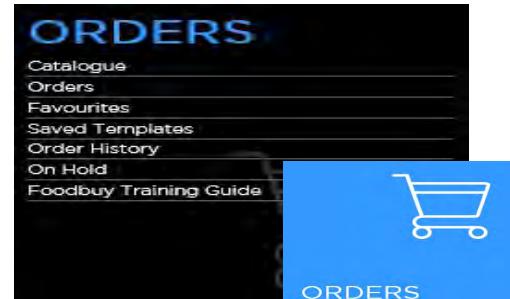
The screenshot shows the 'Raise Invoice' screen. It displays a message: 'Invoice 2345 has been raised against Order Ref - EXTINV-20190619145242'. Below this, there are fields for 'Date From', 'Date To', 'Invoice Number', and 'Order Reference'. A red box highlights the 'Order Reference' field. At the bottom, there are buttons for 'Raise Invoice With No Order Reference' and 'Un-Raised Invoice'.

# 3 WAY MATCH

## 3.0 3-Way Match

3 Way Match is the final part of the purchasing process. This part will match the 3 documents that are generated during the purchasing process:

- Purchase Order.
- Goods Receipt.
- Supplier Invoice.



The system has a number of rules built in to check these 3 documents. Successfully matching documents will export to SAP and post to the P&L.

Any mismatches will result in an Order/Invoice query which must be resolved.

### 3.1 3 Way Match – Order/Invoice Query

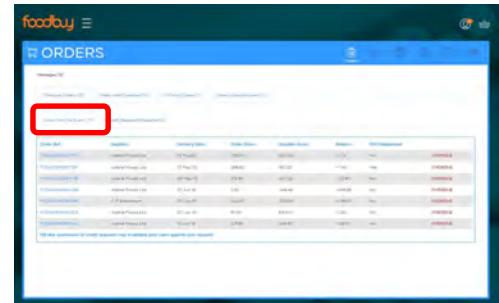
Order / Invoice Query is when the value of the supplier invoice is of a higher value than the Goods Received order. Anything that does not match will appear in the Order / Invoice Query Tab.



Order / Invoice Query **MUST** be checked and actioned on a **daily basis**.

Click on the Order Reference number and review the detail.

- This must be actioned as a request for credit or mark it as no credit required.
- **Credit** = Supplier has invoiced for a higher quantity than received.
- **No Credit Required** = The values entered in the Goods Receipt were incorrect and the supplier has invoiced correctly.



The system calculates the difference between the Goods Received and Supplier columns. Any differences are highlighted in red.

Differences can be due to:

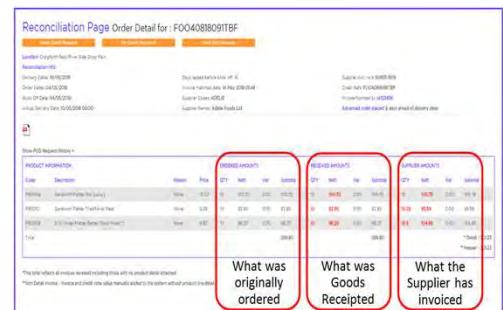
- Quantity of product.
- Difference in price for the same quantity.
- Difference in product.

From this screen you can:

- Raise Credit Request.
- Click No Credit Required.
- Send POD Request.

**Raise Credit Request**  
**No Credit Required**  
**Send POD Request**

To action, click on the relevant Amber box at the top of the screen.

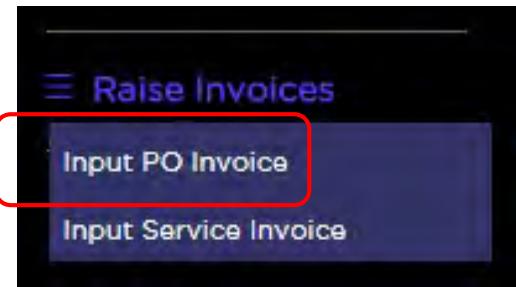


### 3.2 Raising a credit

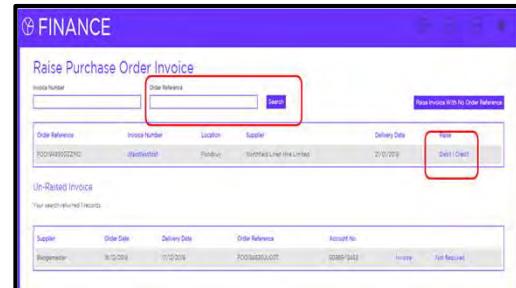
The is used when paper invoices have been received. Where a suppliers sends their invoices electronically, these can be viewed in the ‘Order/Invoice Query’ tab.

To process a credit (Paper Invoices):

- Click the burger menu.
- Search “Input PO Invoice”



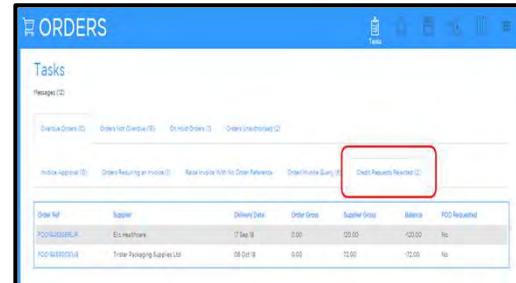
- Type in your Purchase Order Reference and click “Search”
- When the order appears, click “Credit”



### 3.3 Rejected credit requests

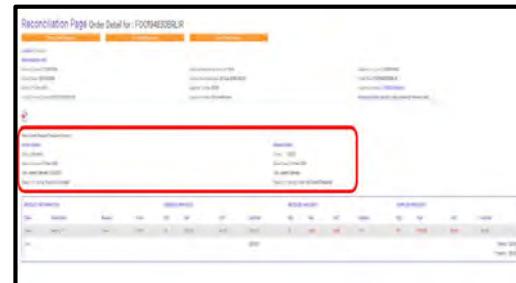
If a supplier rejects a Credit Request, this will appear in ‘Tasks’ screen under the “Credit Request Rejected” tab.

- Notes are recorded so you are able to understand why the request is being rejected



- Review these and if in agreement, click “No Credit Required”

- If not in agreement, re - raise a credit .



# NEXUX ENTRIES & WTS ADJUSTMENTS

## 4.0 Nexus entries and WTS adjustments

To ensure the unit reports an accurate trading result within Nexus each week, the process below must be followed.

|  | Orders placed via Foodbuy   | EDI Orders not placed via Foodbuy   | Non EDI / Non Foodbuy orders  | Allocations  |
|--|---|---|---|--|
| <b>Placing the order</b>                                       | Place an order as per section 1 of this guide.  | Follow the EDI Orders placed outside Foodbuy (Phoned Orders) process as per section 1 of this guide.  | Place the order with the supplier and record the order on the Goods Ordered & Received Control Log.   | N/A  |
| <b>Receipting the order</b>                                    | Receipt the goods in Foodbuy as per section 2 of this guide.  | Receipt the goods in Foodbuy as per section 2 of this guide.  | Record the receipt of the goods on the Goods Ordered & Received Control Log. Follow <a href="#">5.4 Entering Non EDI Invoices</a> and <a href="#">5.5 Entering Non EDI Delivery Notes</a> instructions from the Nexus Operating Manual. | Record the receipt of the goods on the Goods Ordered & Received Control Log. Follow <a href="#">5.1 Entering an EDI estimate</a> instructions from the Nexus Operating Manual.                     |
| <b>3 Way Match &amp; schedule of purchasing / EDI Matching</b> | Complete the 3 Way Match as per section 3 of this guide.  | Complete the 3 Way Match as per section 3 of this guide.  | At end of week, reconcile the Goods Ordered and Received Control Log to the Schedule of Purchases within Nexus to ensure orders and invoices have been processed.   | At end of week, run the EDI matching report in Nexus and reconcile this to the Schedule of Purchases and Goods Ordered and Received Control Log to ensure orders and invoices have been processed. |
| <b>WTS Adjustments</b>   | Run a purchasing report from Foodbuy for the current trading week.<br><br>Any noticeable variances must be investigated and escalated to the Line/Finance Manager.<br><br>Once reconciled the total value of purchases for the trading week from Foodbuy should be entered in the WTS Adjustments screen in Nexus which can be found in the End of Week module. | Run a purchasing report from Foodbuy for the current trading week.<br><br>Any noticeable variances must be investigated and escalated to the Line/Finance Manager.<br><br>Once reconciled the total value of purchases for the trading week from Foodbuy should be entered in the WTS Adjustments screen in Nexus which can be found in the End of Week module. | N/A   | N/A  |



Delivery notes do not need to be recorded as EDI estimates in Nexus, unless instructed by your Line/Finance Manager. However if EDI estimates are not being recorded the total value of goods received should be recorded in Nexus under WTS Adjustments.

## 4.1 Additional reference material

The following reference material can be found on the Profit Protection page on Compass Connect;

- Nexus Operating Manual
- Profit Protection Manual

# A Guide to EDI Matching & Schedule of Purchases (Allocations only)

Supplier deliveries fall into two categories, EDI (Electronic Delivery Invoice) and Non EDI (Suppliers who are not set up with electronic invoicing).

To ensure unit accounting is accurate the process below must be followed. The process will ensure a three way control is in place to match orders, deliveries and invoices. To manage this process unit's must complete the Goods Ordered & Received Control Log for all orders and deliveries.

Orders must be placed in line with the procedures outlined by commercial, e.g e-ordering and manual ordering. Confirmation of suppliers' status can be obtained by Foodbuy Online

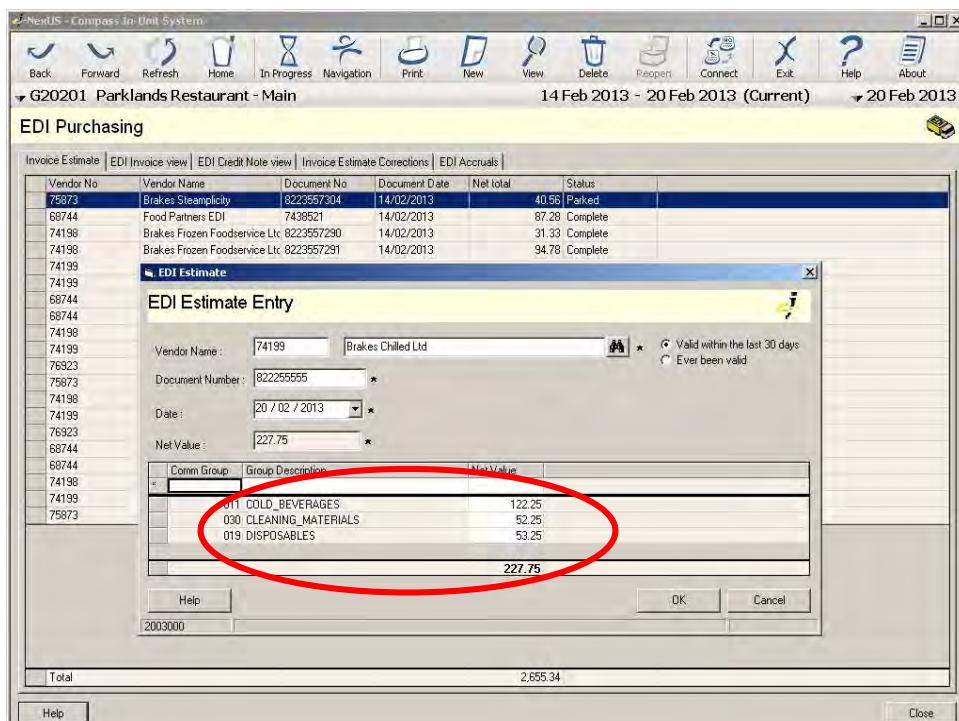
## EDI Suppliers:

Where an EDI supplier delivers goods an 'EDI estimate' must be entered into Nexus for the value of the delivery. The value must be taken from the EDI invoice supplied with the delivery.

The goods delivered must be reconciled against the EDI invoice to ensure Compass is charged correctly. The invoice must indicate a physical check of the goods delivered has taken place by ticking each item. Any discrepancies or damages must be highlighted on the invoice.

## EDI estimate process:

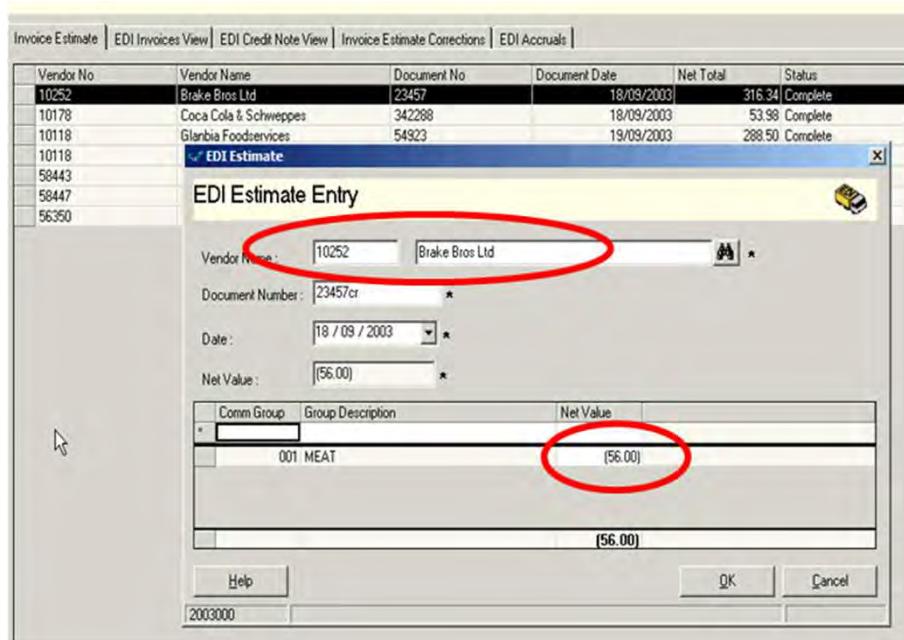
- Check the stock delivered matches the invoice.
  - Highlight any discrepancies and damages on the invoice and agree with the driver where possible and report to the supplier within the agreed time.
  - Complete HSE checks.
  - Input all EDI invoices into Nexus as an “EDI Estimate” under the correct commodity to ensure the products are posted to the correct account e.g sundry.
  - Ensure all values entered into Nexus are net of VAT



## How to Process a credit request (Short & Damaged products)

The value of all short or damaged items delivered must be entered into Nexus to keep the weekly reporting accurate.

- Enter the full EDI estimate onto Nexus using the total value of the invoice.
- Enter a new EDI estimate using the document number (invoice number) followed by the letters CR.
- Enter the correct commodity group and input the value of the credit using a minus sign so the value appears as a negative (in brackets).
- The total value of credit will be deducted from the purchases for that week.



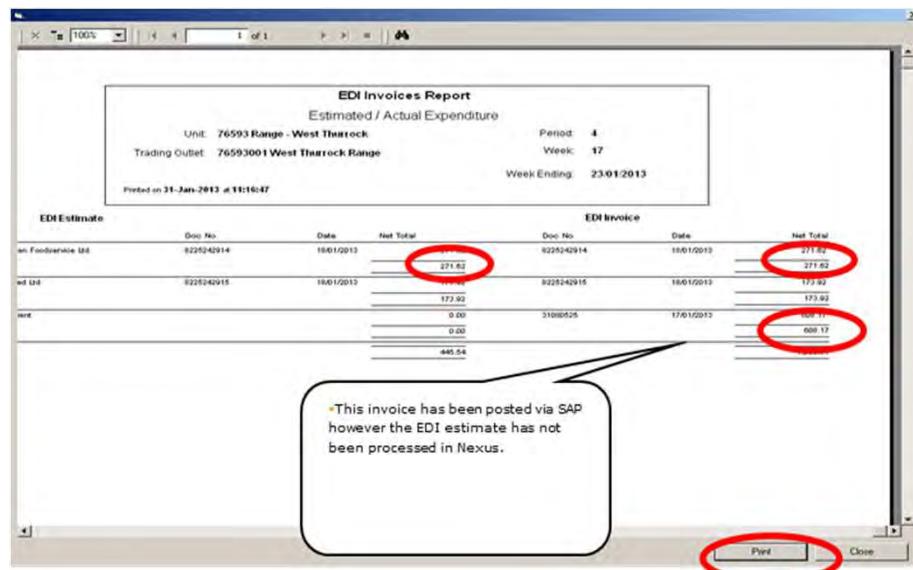
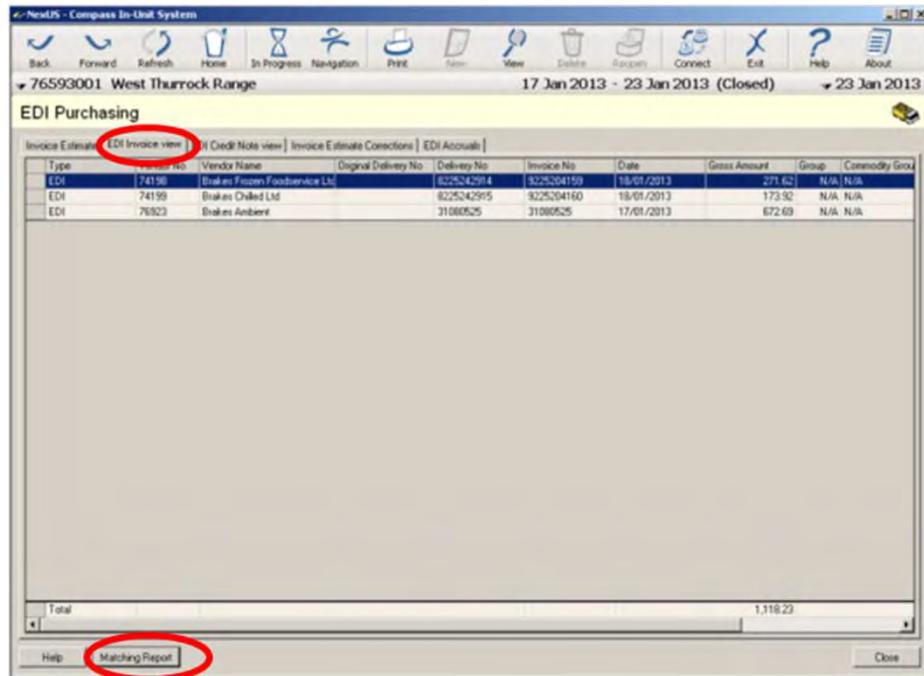
## EDI Purchasing

| EDI Purchasing  |                       |             |               |           |          |  |
|---|-----------------------|-------------|---------------|-----------|----------|--|
| Invoice Estimate   EDI Invoices View   EDI Credit Note View   Invoice Estimate Corrections   EDI Accruals |                       |             |               |           |          |  |
| Vendor No   | Vendor Name           | Document No | Document Date | Net Total | Status   |  |
| 10252   | Brake Bros Ltd        | 23457       | 18/09/2003    | 316.34    | Complete |  |
| 10178   | Coca Cola & Schweppes | 342288      | 18/09/2003    | 53.98     | Complete |  |
| 10252   | Brake Bros Ltd        | 23457cr     | 18/09/2003    | (56.00)   | Complete |  |
| 10118   | Glanbia Foodservices  | 54923       | 19/09/2003    | 288.50    | Complete |  |
| 10118   | Glanbia Foodservices  | 53872       | 22/09/2003    | 199.68    | Complete |  |
| 58443   | Glanbia Milk          | 43277       | 22/09/2003    | 353.50    | Complete |  |
| 58447   | Glanbia Meat          | 17564       | 23/09/2003    | 500.00    | Complete |  |
| 56350   | King UK Ritazza       | 22998       | 23/09/2003    | 200.00    | Complete |  |

## EDI Matching Report Process:

The EDI matching report must be reviewed and reconciled weekly, any required corrections must be processed to maintain accurate reporting. This must be actioned every Wednesday for the prior week.

- In Nexus go to the purchasing icon.
- EDI purchasing.
- EDI Invoice view.
- Matching Report (located in the bottom left hand corner of the screen)



The EDI estimates and EDI invoice values should match. If a variance is identified it must be investigated and if no satisfactory outcome is reached contact Foodbuy Online.

On occasion an invoice may not appear until the following week, if this occurs at period end or a credit has not been received you must contact Foodbuy Online.

The supplier name, document number, invoice date and net cost. EDI admin will advise if the invoice will be accrued centrally or what action is required in the unit.

Any variances must be reported to the Regional Manager via email to allow an accrual to be posted in the correct period so there is no impact to the cost of sales and GP.

#### Note:

Not all details entered into Nexus post directly to SAP so it is imperative that the Matching Reports are checked – this ensures accurate Weekly Reporting. The Credit will be listed on the right hand side once it has come to SAP from the Supplier.

Printing the Matching Report is an essential part of the reconciliation process. The matching report must be highlighted to indicate the reconciliation has taken place. Matching reports must be retained for two rolling periods.



# Profit Protection Risk & Control

Protecting our people, property, profit & brand

## Unit Stocktake Procedures



# Stocktaking Procedures – Main Contents

## 1. Introduction

## 2. Overview & Method

## 3. Preparation

- People
- Administration
- Stockroom
- Counters / Front of House

## 4. The Count

- Stockroom
- Counters / Front of House
- Back Office

## 5. Investigation & Reporting Variances

## 6. Frequently asked Questions.

## 7. Appendix 1 (Stock Floor Plan)

## 8. Appendix 2 (Stock categories)

### Purpose:

To provide Unit Managers with a tool to ensure stock takes are counted accurately and systematically.

### 1. Introduction:

- Accurate stock counts and the stocktaking process is an integral part of the weekly trading routine and must be carried out in line with the Company timelines following the agreed procedures.
- These procedures have been produced to ensure stock is counted accurately, that stock prices are updated in a timely manner and that the stock value reported in Nexus represents the stock holding at the unit.
- The benefits of an accurate stocktake will ensure that the unit achieves the correct result at the end of a week / period.
- Stock does account for a significant value so accurate information about stock quantities and values is essential.

### 2. Method:

- Stock takes should be carried out by the unit team to ensure the stock figures reported in Nexus are accurate.
- For every trading outlet a full stocktake must be taken at the end of each trading week. Units with consent to count less frequently are required to have written authorisation from their Finance Director.
- Stock takes must be started and completed in the same trading day. i.e. Counts must not be carried out over more than one day. Where the stocktake has to take place over more than one day the stock must be isolated once counted and not used until the stocktake is complete.
- Counts should be carried out during the quietest trading hours and not completed during peak times. (Unless it is a storeroom area that can be isolated after the count with no stock movements until the count is complete.)
- Preparation of all areas of the store and stockroom is critical to an accurate stock result.
- Once counting and checking is complete any errors discovered must have amendments completed before entering the count into Nexus.
- Stock valuation should consist only of the categories shown on appendix 2.

### **3. Preparation:**

Preparation is absolutely key to how accurate the stock count will be.

#### **People**

- The Unit Manager will need to consider staffing levels for the preparation required over the period before, during and post count to ensure all tasks are completed with minimal disruption and impact to service.
- Consideration should be given by the Manager to ensure that the Right person is doing the Right job, i.e. who is planned to count / record etc.
- Brief / train the unit team on the correct method of counting and recording stock quantities on the stock sheets or hand held terminals and complete the Stock Take Procedure sign off.
- It is important that different people carry out different aspects of the stocktake process. For example the person who prices the stocksheets and enters the information into Nexus should be a different person to who physically counts the stock. Where this is not possible the Regional Manager must carry out random checks to validate the accuracy of the stock counts and prices used to calculate the valuation.

#### **Administration**

- Before commencement of the stock take Unit Managers need to ensure the following administrative tasks are completed and up to date.
- Ensure all invoices and delivery notes are input onto Nexus and that all items are listed on the stock count sheet prior to the commencement of the stock count.
- Stock count sheets must be checked to ensure they have the correct pack size listed, Retail items that are sold as individual must also have the individual details for packs that have been opened.
- Stock sheets must be updated with the current prices using the latest invoice / delivery note, therefore the stock must be valued at the latest invoice price.
- All deliveries due and received on the day of the stock take should be processed and placed into stock ready for counting.

#### **Stock Room / Front of House Area**

- All units should have a full plan of the stockroom and a full plan of the front of house areas. The plans should show the position of all storage area's and storage fixtures for the stockroom and display units and display area's and any additional storage i.e. cupboards under counters / behind tills in the front of house and Restaurant areas. An example floor can be found in Appendix 2.
- The stock take should be divided into identifiable and manageable areas e.g. Freezer, Cold Store, Disposables etc.
- Ensure the front of house area is filled prior to counting the stockroom, display cabinets should be tidied and products lined up to facilitate the stock count process.
- Once the sales floor / servery areas are full, all areas of the stockroom should be lined up and tidied. Focus should be given to all the same product being stored together with no mixed facings.

### **4. Stock Take Count**

- Where practical and staffing allows the staff should work in pairs, one to count and the other verifying the count and recording on the stock sheet.
- Each area should be counted systematically and in a logical manner ensuring all locations are checked for stock, i.e. Left to right & top to bottom – stock should be counted and recorded from shelf to sheet.
- Once a shelf has been counted a marker must be placed on the shelf edge to indicate it has been counted. Care should be taken to ensure items are counted and recorded as the correct pack or individual size. E.g. a marker may be a sticky label or post it note
- While counting, the stock should be date checked and any stock that is identified as being out of date and unsellable should not be counted; this should be pulled out and treated as waste. These items must be recorded on Source as “out of date stock” or on the Food Wastage Log (as applicable).

- Once the stock room has been counted this should be quarantined. It is recommended that “Do Not Remove Any Stock” signs are posted on all storeroom doors. This is to ensure stock is not accounted for twice.
- After each area is counted the floor plan should be crossed off – this will give a quick and easy visual reference that all areas have been counted.
- Once the count has been completed a spot check for accuracy should be undertaken by either the manager or another responsible person. The stock sheet should be signed and dated as confirmation.
- All items must be counted as individual products with no bulk values entered.

### **Front of House Counting**

- The floor plan and location numbering should include clip strips, dump bins and other additional displays to ensure they are counted.
- Counts can be completed on the sales floor/servery in the afternoon of the stocktake day.
- No counts should be completed on the sales floor / servery for any fast moving categories; i.e. confectionery, Crisps, Cold beverages / Minerals prior to the end of service.

### **Back Office / Nexus Procedure**

- Once the stock count has been completed, the stock sheets must be submitted to the Unit Manager / Administrator to be input onto the electronic stock sheets.
- Once all the stock count information has been input onto the electronic stock sheets, the stock sheets must be reviewed and stock quantities “sense checked” for any anomalies which must be investigated before entering into Nexus.
- The stock valuations should be entered into Nexus under the correct category.
- All written stock count sheets relating to each stocktake must be filed and retained for six periods.
- Electronic stock sheets must be filed by week and period within a folder on the unit PC for a minimum of 12 months.
- Any deliveries received on the day of the stock count that are not physically counted must be listed on the electronic stock sheets. The supplier, invoice number and value must be detailed by category.
- A full stock count must be taken at the end of each trading week. If a unit is closed for a period of time and unable to complete a stock count, seek approval from the line manager. The last full stock count figure must be entered in Nexus and carried over until the unit reopens and a full stock count is completed.

### **5. Investigation & Reporting Variances**

- After period end has been completed you may need to investigate any anomalies with stock movements – no amendments should be made without an investigation being completed and copies of supporting documentation placed on file.
- Common issues for variances are:
  - Stock counted as wrong pack sizes
  - Incorrect prices on stock sheets
  - Inaccurate stock counts
  - Wastage and supplier returns not actioned correctly
  - Theft
- Run Cost and Sales Analysis Reports from unit till systems to check stock consumption vs till data where applicable.
- Review production sheets, wastage sheets & sales control sheets to investigate any large unexplained stock variances.
- An action plan must be produced to ensure any losses or procedural errors are reduced and corrected on an ongoing basis.

## 6. Frequently Asked Questions.

### 1. What if my delivery arrives whilst I am counting stock?

All deliveries that are received on the day of stocktake and included in the Nexus valuation must be itemised and included on the stocktake sheets. If the delivery arrives too late to be physically split and counted by item then the value of the delivery must be broken down by commodity.

### 2. I have five fryers in the unit - should I count the oil that is in use?

Oil in the fryers is classed as used and therefore should not be counted as part of the stocktake.

### 3. Can I count the unused mop heads and cleaning cloths that I have in my storeroom?

As long as the items are unused and are held in the storeroom they may be counted under the cleaning commodity.

### 4. I have identified a number of damaged and out of date product, what should I do with it?

If the product cannot be used or sold it must not be counted and treated as waste following the correct wastage process.

### 5. I have 3 Compass operated vending machines, how do I account for the stock.

Each vending machine should be treated as separate stock location i.e. vending 1 first floor, vending 2 under stairs etc. and the contents of each machine physically counted. Stock from machines managed and operated by a third party must not be included.

### 6. I am a lone worker in a small unit do I need to produce a floor plan for my stocktake and do I need to get my stock count checked.

Regardless of the size of the unit a floor plan should always be produced to ensure all stock areas are identified. This will also aid any relief / support cover during holidays and absence. Where possible it is good practice to get counts checked by a second person. In single manned units it is recommended that the Regional Manager is asked to complete sample checks of the count and the figures entered into nexus.

### 7. When should I be counting my stock?

Stocktakes must be carried out on a Wednesday as this is the end of the Compass trading week. Stock should be counted in the quietest trading period and where possible after the unit has closed for the day. Any counts outside of these times must be authorised by the Unit Finance Manager in writing.

### 8. What should I do if the unit is closed and I am unable to complete a stock count?

If the unit is closed for a period of time and you are unable to complete a stock count, seek approval from your line manager and the last full stock count figure must be entered in Nexus and carried over until the unit reopens, when a full stock count must be completed.

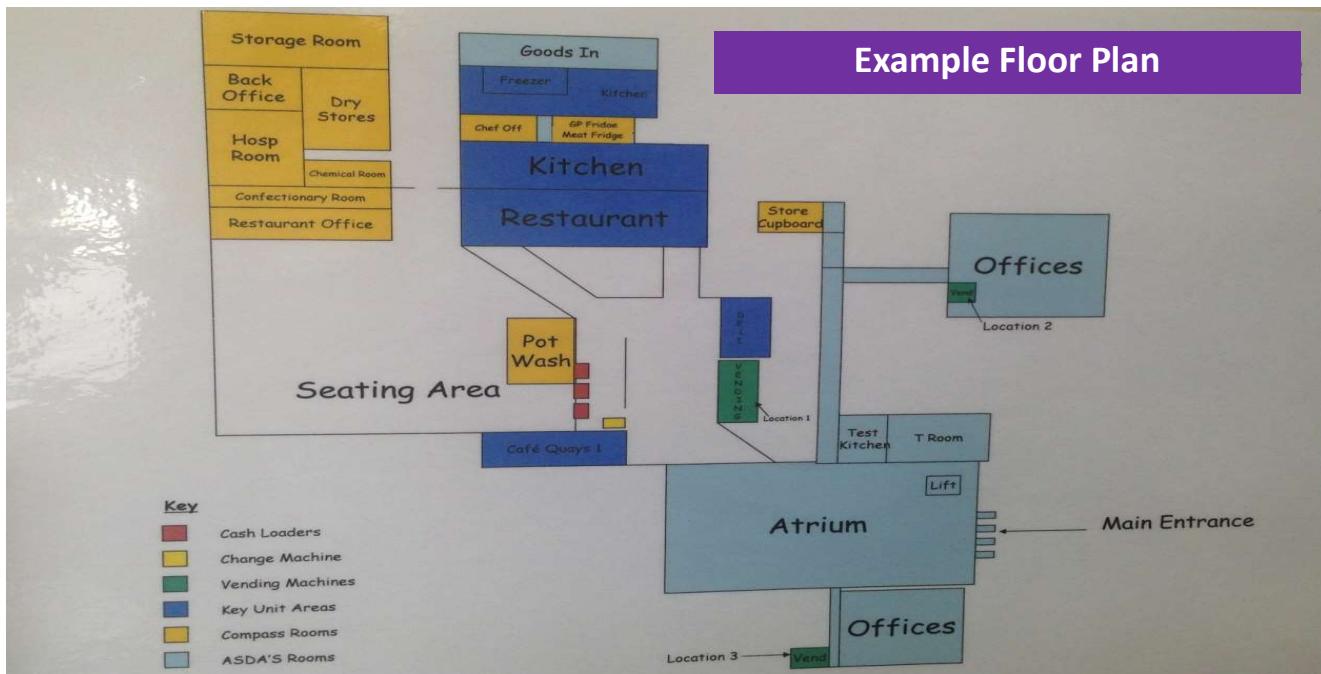
### 9. I have received a large amount of PPE, do I include this in my stock count?

All unused PPE equipment (including disposable facemasks, gloves, hand sanitizer etc) should be counted and held on stock using the Cleaning Materials commodity group.

### 10. I have to purchase a large amount of labelling and printing ink due to the changes follow Natasha's Law, can this be included in my stock count?

The labels being held to be compliant with Natasha's Law should be counted and held on stock using the Disposables commodity group. Any printing ink cannot be held on stock

## Appendix 1



## **Appendix 2**

Items to be counted as part of the Weekly Stock Take

Consumables – all food and drink consumables and disposables associated with the preparation of food (tin foil, greaseproof, sandwich/food labels)

Consumables include any items charged to commodity group codes 001 to 019 on EDI estimates or delivery notes.

These items should be counted weekly and entered on Nexus under the codes below.

- |                                |                                     |
|--------------------------------|-------------------------------------|
| <b>1. Meat</b>                 | <b>11. Beverages Cold</b>           |
| <b>2. Fruit and Vegetables</b> | <b>12. Beverages Alcohol</b>        |
| <b>3. Fish</b>                 | <b>13. Vending</b>                  |
| <b>4. Dairy and Cheese</b>     | <b>14. Newspapers and Magazines</b> |
| <b>5. Dry Groceries</b>        | <b>15. Tobacco</b>                  |
| <b>6. Savoury Products</b>     | <b>16. Confectionery</b>            |
| <b>7. Sandwiches and Rolls</b> | <b>17. Crisps and Snacks</b>        |
| <b>8. Bakery</b>               | <b>18. Retail Items</b>             |
| <b>9. Sweet Products</b>       | <b>19. Disposables</b>              |
| <b>10. Beverages Hot</b>       |                                     |

 All unused PPE equipment (including disposable facemasks, gloves, hand sanitizer etc) should be counted and held on stock under commodity group 030 (Cleaning Materials).

The labels being held be compliant with Natasha's Law should be counted and held on stock under commodity group 019 group (Disposables).

Anything charged to code 030 is counted as Sundry stock (this included paper goods and cleaning materials) and should be entered in Nexus under the same code. **30. Cleaning Materials**

**Everything listed below is charged outside of the above codes and should not be included as part of the stock count.**

|                                   |                  |
|-----------------------------------|------------------|
| Cards provided by Riverside cards | Light Equipment  |
| Linen                             | Signage          |
| Postage                           | Till Rolls       |
| Uniforms                          | Ink Cartridges   |
| Mop Buckets                       | Mop Handles      |
| Dustpan and Brushes               | Stationery Items |
| Name Badges                       |                  |

 Any Ink Cartridges need due to the increase of printing required, should not be included as part of the stock count and charged to the P & L Account

### **Contracts with Central Stores**

Large contracts with central stores can with prior permission from the Finance Director count the following items as stock providing they are entered on nexus under the correct coding.

Mop Buckets  
Mop Handles  
Dustpan and Brushes

Once these items have been issued to an outlet or unit from the central store they must no longer be counted as part of the stock take.

Any item from the above list that is in use around the unit must not be counted as stock.

The following items should be charged to the account at the point of delivery or processed as CAPEX:

|                           |                                |
|---------------------------|--------------------------------|
| Postage                   |                                |
| Ink Cartridges            |                                |
| Stationery                | } Charged to the P & L Account |
| Name Badges               |                                |
| Till Rolls                |                                |
| Uniforms                  |                                |
| Light Equipment           |                                |
| Linen (purchase not hire) | } CAPEX                        |



## EPAY Procedures

These EPAY control processes have been devised to ensure that all EPAY sales are recorded and controlled correctly. The following procedures must be followed in all units that sell EPAY;

It is the responsibility of the Manager to ensure all the unit management team and till operators are fully trained on the procedures and reconciliation process. The employee training record cards must be completed and signed by both the employee and the trainer before the employee is authorised to complete any EPAY transactions.

Employees are not permitted to process any EPAY transaction for their own use. Any personal purchases for EPAY must be actioned by a member of management.



Failure to follow the EPAY procedures will be viewed as misconduct which could lead to disciplinary action up to and including dismissal.

### EPAY

- All Operators must have their own user ID - these should be stored securely in the safe.
- Any issues scanning EPAY must be logged with the Compass I.T. Helpdesk and a manual log of sales kept along with the I.T. job reference number.
- Any sales queries should be dealt with by management only and any refunds recorded on the Refund Log.
- The EPAY slip should not be passed to the customer until payment has been completed.
- No refunds or exchanges can be processed if the purchase has been completed and the customer has left the unit with the EPAY slip.
- An EPAY End of Day Report must be printed off at close of business each day which must be reconciled against the till Sales Report for E-Top Ups in order to identify any discrepancies.
- E-Top Up End of Day reports must be stapled to the EPAY control log report. Any discrepancies must be logged on the Till Variance Log.
- Non CPOS units and where CPOS sales are not automatically transferred to Nexus, EPAY should be entered in Nexus Daily Sales against TAC code 16 E PAY (A0 – 0% VAT).
- Should there be a variance between the till sales and the EPAY report units must request an itemised bill from 'E-Pay' which details the time, date and type of all E-Top Ups. The contact 0870 330 3729.



The use of the EPAY top up without payment is considered as theft.

I confirm I have read and understood the procedures detailed above, I understand that failing to follow the procedures could lead to disciplinary action being taken.

Name (print).....

Signature .....

Date .....



533-019800616-080179  
lotto  
Check for your numbers

## Profit Protection Risk & Control

Protecting our people, property, profit & brand

# Lottery Procedures 2021 Update V3



# Lottery Procedures

## 1. General Lottery Procedures

These Lottery Procedures have been produced to ensure that lottery sales, pay-outs and stock are recorded and controlled correctly. The following procedures must be followed in all units who operate Lottery terminals and sell lottery scratch cards.

It is the responsibility of the unit manager to ensure that all employees are fully trained on the procedures and reconciliation process before an employee is authorised to complete any Lottery transaction.



Employees are not permitted to sell lottery tickets or scratch cards to anyone below the age of 18 years.

If a staff member believes a customer appears to be below this age then they must ask for ID. If ID cannot be provided the sale must be declined. The declined sale must be recorded in the Refusal Log, where appropriate.

All units must complete daily counts on the lottery scratch cards and investigate any variances. This must be actioned using the 'PI' function on CPOS to ensure the system stock file is accurate.

Only the cost value of the activated lottery scratch cards should be declared as part of the units closing stock valuation in Nexus each week.



**Employees are not permitted to action any pay-outs for a winning ticket or scratch cards that belong to themselves. Any personal purchases for lottery must be actioned by a member of management.**

Failure to follow the Lottery Procedures will be viewed as misconduct, which could lead to disciplinary action, up to and including, dismissal.

## 2. On-Line Lottery Sales and Reconciliation

Where possible, the transaction value should be confirmed with the customer before the lottery tickets are printed and scanned through the till. Only once a valid payment has been taken may the tickets or scratch cards be handed to the customer.

Should an error occur, the cancelled lottery tickets must be recorded on the Void Control Log, with the barcode on the ticket de-faced with 'cancelled' written on it. This should be placed in the till and reconciled at the end of each day.

At the close of each trading day the lottery terminal daily sales report must be printed and reconciled with the CPOS sales report by completing the Lotto Sales & Pay-out Control Log. (Appendix 3)

All variances must be investigated and documented on the Lotto Sales & Pay-out Control Log. The log must be signed by two people, the person completing the checks and by the most senior person on duty.

## 3. Lottery Pay-out and Reconciliation



Where units have moved to cashless payments only and no longer accept cash, lottery winning pay-outs can no longer be processed. If a customer wants to claim a winning prize or check a ticket/card, this must be declined and customers directed to another lottery provider.

Where units accept cash, all winning Lotto tickets must be validated on the lottery terminal. The receipt issued from the terminal must be attached to the winning ticket and till receipt and then placed in the till and reconciled at the end of service.

All winning scratch-cards must be validated on the lottery terminal. The winning scratch-card must be ripped in half and stapled to the receipt printed out from the terminal, then placed in the till and reconciled at the end of service.

Where the prize won is a free scratch card, the free scratch card must be recorded through the till as a separate sale, this must be marked down by the supervisor or manager before the transaction is completed. The sale receipt must be retained and placed in the till.

The manager must reconcile the number of free scratch cards against the daily discount report at the end of service and complete the relevant sections of the Lotto Sales & Pay-out Control Log detailing the number of free lucky dips processed through the terminal vs the number of free lucky dips processed through the till. Any variances must be investigated.

Where the prize is a 'free draw entry', this should be processed on the lottery terminal. The terminal will automatically produce the 'free draw ticket', there is no requirement for the transaction to be processed through the till. The winning ticket must be then placed in the till and reconciled at the end of service.



All lottery pay-outs must be processed through the till before any money is paid out.

All lottery prize pay-outs must be classed as a separate transaction to any additional purchases. i.e. if the customer wishes to purchase more tickets, scratch cards or products with their winnings these must be processed as separate transactions. Under no circumstances should additional scratch-cards be issued as a cash prize alternative.



Lottery prize pay-out is a maximum pay-out limit of £100.

Both sales and lottery pay-outs must be reconciled at the end of the day's trade. The total pay-outs recorded on the till readings must be compared to the pay-out receipts from the lottery machine.

A copy of the 'Daily Summary Report' for both online Lotto and scratch cards, from the Lottery terminal must be printed at the end of each trading day and reconciled to the till readings. This must be recorded on the Lotto Sales & Pay-out control log. (Appendix 3)

All variances or unmatched pay-outs must be investigated with the relevant cashier and noted on the Till Cash Variance Log.

All lottery pay-out discrepancies must be reported to the Unit Manager.

All lottery pay-out slips and winning scratch cards must be kept with the unit bookwork for 6 months.



In the event that the lottery terminal says a winning ticket or scratch card has already been claimed, the customer should be advised to contact the Lottery Players Helpline – the 'Pay-out' is not paid to the customer.

#### 4. Scratch-Card Stock Control Procedures

Scratch-Card dispensers must be secured to the counter area and inaccessible by customers. Keys for the dispenser must be kept under management control and not left unattended anywhere in the unit.

All un-activated scratch cards must be stored in the unit safe. The Scratch Card Stock Control Log must be completed for each pack immediately when they are delivered. All scratch-card deliveries must be accepted on the lottery terminal on the day they are received.

At the point when scratch cards are ready to be sold, they must be activated through the lottery terminal. The lottery activation code and date of activation must be entered on the Scratch Card Stock Control Log and the receipt for activation must be attached. (Appendix 4)



When the Scratch-Cards are activated through the lottery terminal they must also be 'settled' manually on the lottery terminal, with the settlement receipt attached to the Scratch Card Stock Control Log.

Once the scratch card pack has been activated and 'settled' at the terminal, it must be booked onto CPOS as stock received.

#### 5. Scratch-Card Stock Count Procedures

Scratch cards must be counted and reconciled daily. Scratch card counts must be conducted at the end of each trading day using the PI count function on CPOS – it is advised that this is completed out of peak trading hours to ensure an accurate count.

The discrepancy and the variance report must be signed by the person completing the count and filed in a dedicated lottery folder in the office.

All variances with scratch cards must be investigated and the details recorded on the variance report, then reported to the Line Manager.

A summary inventory report must be run every Friday and reconciled with the un-activated packs stored in the safe. The report should be attached to the Scratch Card Stock Control Log. (Appendix 4) All variances must be investigated and reported to the Line Manager.



At the end of each trading week, the '**cost**' value of all the CPOS scratch card stock must be split from the overall unit stock valuation and recorded under a separate commodity code in Nexus. The commodity code to be used to record scratch card stock valuation is **300 – Lotto Scratch Cards**.

#### 6. Lottery Scratch Cards Controlled Scratch Procedure

Lottery Scratch cards that are being withdrawn and have been activated cannot be returned back to Camelot as these have been paid for and belong to Compass Group UK&I. When notified by Camelot that the Scratch cards are to be removed from sale, a 'Controlled Scratch' should be completed in the unit before the game expires. See Appendix 5.



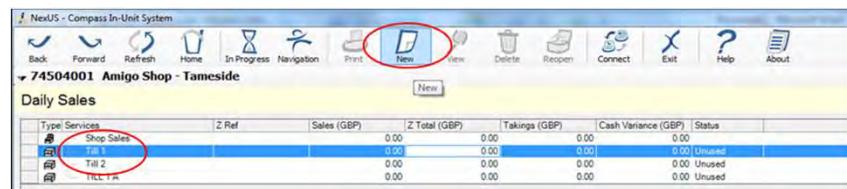
The Regional/General Manager and the unit manager must complete the Controlled Scratch together under CCTV, if CCTV is not available in the unit then a third person should be present to witness the Controlled Scratch taking place.

# Entering lottery sales on Nexus

In order to record Lottery sales and winnings correctly and accurately on Nexus, the following procedures must be followed.

## Entering lottery and scratch cards sales

- Select the date of the sales.
- Select the till required, then NEW.
- Check the “Display all TAC’s” Box



- The End Of Day read from CPOS will display the sales breakdown for the day.

A = Food sales zero rated

B = Food sales 20% VAT

E = E Top up

F = Retail Food zero rated

**Y = Lottery scratch cards**

**Z = Lottery**

AMIGO COMPASS GROUP  
TAMESIDE GENERAL HOSPITAL  
HARTSHHEAD 5TH BLD, FOUNTAIN ST  
OL6 9RW

Z read: till 111111 at 17:33 28/07/2018  
Z serial: 000242 transaction 103399

\*\*\*\* sales by VAT rate

|                                 |                          |        |
|---------------------------------|--------------------------|--------|
| 81                              | goods VAT rate A (00.0%) | 137.08 |
| 217                             | goods VAT rate B (20.0%) | 244.91 |
| 2                               | goods VAT rate E (00.0%) | 20.00  |
| 22                              | goods VAT rate F (00.0%) | 20.01  |
| * total VATable turnover 422.00 |                          |        |

\*\*\*\* other transactions

|    |                    |       |
|----|--------------------|-------|
| 23 | outside VAT code Y | 44.00 |
| 19 | outside VAT code Z | 53.00 |

From the end of day read from CPOS, record the lottery and lottery scratch card separately under the correct TAC code.

**Y = Lottery scratch cards, under TAC**

**819 Lottery Scratch Card Sales**

**Z = Lottery, under TAC 813**

Sales Lottery

| Seq | Account                        | Description | VAT   | Vat Rate | Net Value | Gross Value |
|-----|--------------------------------|-------------|-------|----------|-----------|-------------|
| 0   | 819 Lottery Scratch card sales | A0          | 0.00  | 44.00    | 44.00     |             |
| 0   | 791 Sales - Retail Food        | A0          | 0.00  | 20.01    | 20.01     |             |
| 1   | 010 Sales - Food               | A0          | 0.00  | 137.08   | 137.08    |             |
| 1   | 010 Sales - Food               | A3          | 20.00 | 204.09   | 244.91    |             |
| 2   | 813 Sales - Lottery            | A0          | 0.00  | 53.00    | 53.00     |             |
| 3   | 816 E Top Up Phone Sales       | A0          | 0.00  | 20.00    | 20.00     |             |

## Entering lottery winnings (Only applicable to units accepting cash)

When entering the currency breakdown within the ‘Takings’ of the daily sales, the lottery winnings must be recorded.

- The End Of Day read from CPOS will display the lottery winnings under ‘INSTANT WIN’

\*\*\*\* tender in drawer

|                                |        |
|--------------------------------|--------|
| 112 CASH                       | 373.67 |
| * sub-total 1 in drawer 373.67 |        |
| 27 CREDIT CARD                 | 123.33 |
| * sub-total 2 in drawer 123.33 |        |
| 5 INSTANT WIN                  | 22.00  |
| * sub-total 3 in drawer 22.00  |        |

- The value of the Lottery Winnings must be recorded under ‘Winning Lottery Tickets’ within ‘Takings’ in Daily Sales.

| Currency                | Value  |
|-------------------------|--------|
| Total Cash and Cheques  | 354.72 |
| CHEQUES                 |        |
| E50                     | 120.00 |
| E20                     | 180.00 |
| E10                     | 10.00  |
| E5                      | 42.00  |
| E2                      | 20.00  |
| E1                      | 0.70   |
| SILVER                  | 0.02   |
| BRONZE                  | 0.02   |
| WINNING LOTTERY TICKETS | 22.00  |
| Total Cash and Cheques  | 0.00   |

- The value of the lottery winnings also needs to be entered in the Nexus cash office under Lottery Cash Payments

| Outgoings:              |             |
|-------------------------|-------------|
| Description             | Value (GBP) |
| Cash Transfers Out      | 0.00        |
| Unauth Cash Purchases   | 0.00        |
| Wage Advance            | 0.00        |
| Cash and Cheques Banked | 0.00        |
| Credit Cards            | 2,495.55    |
| Vouchers                | 0.00        |
| Promotions              | 14.40       |
| Lottery Cash Payments   | 161.00      |
| Closing Cash in Hand    | 12,999.77   |

# Recording scratch card stock valuations in Nexus

In order to record scratch card stock separately within Nexus, an additional commodity group will need to be assigned. The agreed commodity group to be used for scratch card stock is **300 Lotto Scratch cards**.

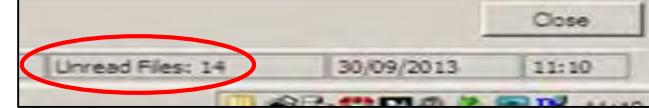
## Connect and updating unread files

When logging into Nexus, the user must ensure that Nexus has been connected to receive the updated files and all ‘Unread files’ are imported.

- When logged in to Nexus click ‘Connect’ on the top task bar.



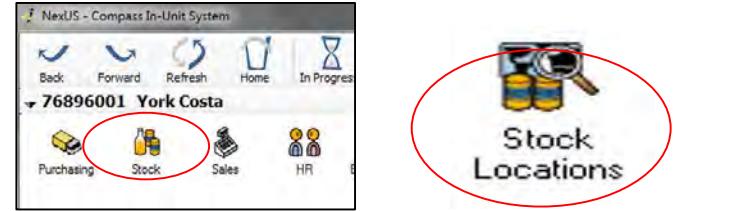
- Double click on ‘Unread Files’ on the bottom right of the screen to view the files to be imported. Import all unread files for all units which are included on the Nexus PC.



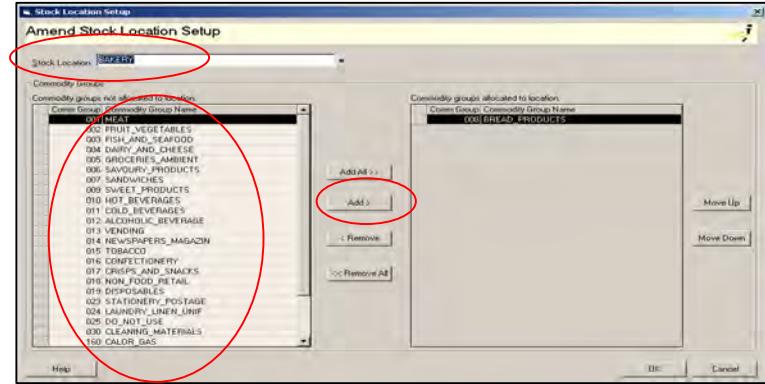
- Log out of Nexus, then back in again. This will ensure all unread files have been processed.

## Assigning a new commodity group

- Click on the Stock icon within the trading outlet.
- Then click on the Stock Locations icon.



- Select the stock location for the categories to be added.
- Select the **300 Lotto Scratch cards** commodity group from the picklist on left hand side, highlight the commodity group and click add.
- The selected commodity group will populate on the right hand side. Click Ok to exit.



## Recording the scratch card stock in Nexus

At the end of each trading week, a ‘Stock Valuation Summary Report’ must be produced from the CPOS system.

| Stock Valuation Summary (Department)     |       |         |          |              |           |              |            | Costcut          |
|--|-------|---------|----------|--------------|-----------|--------------|------------|------------------|
| (Zero and Negative Values are not shown) |       |         |          |              |           |              |            | Thursday, June 4 |
| Department                               | Stock | W/Sales | Wk Stock | Value @ Cost | IT @ Cost | Value @ Sell | VAT @ Sell | Margin           |
| 001 - CANNED AND DRIED VEG               | 53    | 3       | 17.7     | £70.31       | £8.52     | £133.86      | £13.65     | 41.5             |
| 004 - SOUPS                              | 17    | 1       | 17.0     | £19.55       | £0.00     | £28.05       | £0.00      | 30.3             |
| 007 - READY MEALS                        | 121   | 10      | 12.1     | £78.24       | £0.00     | £188.79      | £0.00      | 38.5             |
| 010 - DESSERTS AND PUDDINGS              | 10    | 1       | 10.0     | £3.74        | £0.00     | £8.50        | £0.00      | 55.9             |
| 011 - TEA AND COFFEE                     | 71    | 1       | 71.0     | £163.87      | £0.00     | £225.27      | £0.00      | 27.26            |
| 012 - BISCUITS (NON VAT)                 | 317   | 60      | 5.3      | £219.93      | £5.38     | £404.74      | £7.77      | 44.69            |
| 013 - BISCUITS (VAT)                     | 152   | 25      | 6.1      | £132.94      | £6.59     | £256.03      | £42.67     | 37.69            |
| 014 - CAKES                              | 202   | 32      | 6.3      | £118.73      | £0.00     | £235.80      | £0.00      | 49.65            |
| 016 - BREAKFAST CEREALS                  | 131   | 5       | 26.2     | £80.14       | £0.00     | £108.73      | £0.00      | 53.63            |
| 018 - SOFT DRINKS                        | 2,840 | 842     | 2.5      | £1,238.92    | £271.78   | £3,183.33    | £573.81    | 52.5%            |
| 019 - CONFECTIONERY                      | 5,973 | 786     | 7.6      | £3,006.93    | £59.81    | £6,077.53    | £1,003.04  | -40.74%          |
| 020 - CRISPS / NUTS / SNACKS (NON VAT)   | 999   | 118     | 7.7      | £456.33      | £41.63    | £914.01      | £25.98     | 45.5%            |
| 021 - CRISPS / NUTS / SNACKS (VAT)       | 1,812 | 315     | 4.9      | £680.21      | £128.95   | £1,471.97    | £234.00    | 45.6%            |
| 021 - HOUSEHOLD                          | 43    | 0       | 0        | £8.75        | £7.75     | £207.22      | £34.54     | 77.56%           |
| 024 - PAPERWARE                          | 49    | 8       | 8.1      | £24.18       | £4.84     | £59.21       | £9.87      | 51.00%           |
| 026 - TOILETRIES+MEDICINES               | 643   | 13      | 49.5     | £133.96      | £133.72   | £1,589.11    | £213.77    | 39.14%           |
| 027 - BABY PRODUCTS (NON VAT)            | 1     | 0       | 0        | £3.25        | £0.65     | £6.99        | £1.17      | 44.3%            |
| 028 - BABY PRODUCTS (VAT)                | 46    | 2       | 20.0     | £11.44       | £6.29     | £99.42       | £16.57     | 62.0%            |
| 031 - ELECTRICAL/HOUSEHOLD               | 154   | 3       | 31.3     | £943.79      | £168.76   | £1,866.46    | £144.41    | -16.86%          |
| 032 - STATIONERY/HARDWARE                | 480   | 13      | 76.9     | £486.12      | £97.22    | £1,010.71    | £168.45    | -42.28%          |
| 033 - DAIRY/CHILLED                      | 19    | 26      | 1.5      | £8.85        | £0.09     | £24.43       | £5.90      | 63.86%           |
| 034 - SUGAR / SWEETNERS                  | 37    | 1       | 33.0     | £23.24       | £0.00     | £39.87       | £1.72      | 41.72%           |
| 036 - FROZEN FOOD (VAT)                  | 309   | 117     | 2.6      | £224.37      | £44.87    | £447.65      | £74.61     | 59.85%           |
| 041 - FRUIT/VEG (VAT)                    | 8     | 8       | 1.0      | £1.76        | £0.00     | £4.48        | £0.00      | 60.00%           |
| 045 - LOTTERY INSTANTS                   | 446   | 59      | 7.6      | £621.43      | £0.00     | £1,099.00    | £0.00      | 43.46%           |

# Lotto Sales & Pay-out Control Log

| Unit Name:                   |     | Profit Protection              |        |         |           |          |        |          |       |
|------------------------------|-----|--------------------------------|--------|---------|-----------|----------|--------|----------|-------|
|                              |     | Risk & Control                 |        |         |           |          |        |          |       |
|                              |     | Sales variance analysis by day |        |         |           |          |        |          |       |
| Date                         | Day | Sunday                         | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Total |
| LOTTERY SALES                |     |                                |        |         |           |          |        |          | 0     |
| EPOS SALES                   |     |                                |        |         |           |          |        |          | 0     |
| SALES VARIANCE               | 0   | 0                              | 0      | 0       | 0         | 0        | 0      | 0        | 0     |
| VOIDED TICKETS               |     |                                |        |         |           |          |        |          | 0     |
| SALES VARIANCE AFTER VOIDS   | 0   | 0                              | 0      | 0       | 0         | 0        | 0      | 0        | 0     |
| LOTTERY SCRATCH CARD PAYOUTS |     |                                |        |         |           |          |        |          | 0     |
| LOTTERY LOTTO / EURO PAYOUTS |     |                                |        |         |           |          |        |          | 0     |
| TOTAL EPOS PAYOUTS           |     |                                |        |         |           |          |        |          | 0     |
| PAYOUT VARIANCE              | 0   | 0                              | 0      | 0       | 0         | 0        | 0      | 0        | 0     |
| Signature Operator           |     |                                |        |         |           |          |        |          |       |
| Signature Manager            |     |                                |        |         |           |          |        |          |       |

**Reason for Variance / Comments:**

Manager's Signature:

## Scratch card stock control log

# Lottery Scratch Cards Controlled Scratch Procedure

Lottery Scratch cards that are being withdrawn and have been activated cannot to be returned back to Camelot as these have been paid for and belong to Compass Group UK&I. When notified by Camelot that the Scratch cards are to be removed from sale and the following 'Controlled Scratch' process must be followed before the game expires.



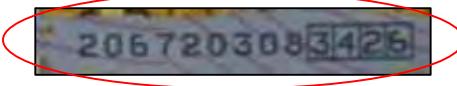
**The Regional/General Manager and the unit manager must complete the Controlled Scratch together under CCTV, if CCTV is not available in the unit then a third person should be present to witness the Controlled Scratch taking place.**

## Controlled Scratch Process

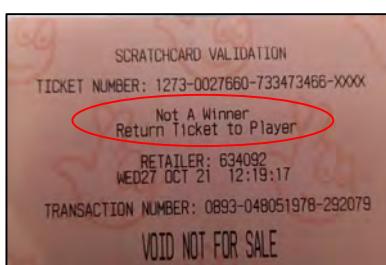
- Run CPOS Stock Valuation Report for Lottery Instants and identify the scratch cards being withdrawn and segregate these from the scratch cards on sale.

| <b>Stock Valuation Report</b>   |            |                |                    |             |                  |              |
|---|------------|----------------|--------------------|-------------|------------------|--------------|
| (Zero and Negative Values are not shown) (Products In Group - 045 - LOTTERY INSTANTS) |            |                |                    |             |                  |              |
| <b>Product code</b>   | <b>GCS</b> | <b>Barcode</b> | <b>Description</b> | <b>Pack</b> | <b>Unit Size</b> | <b>Stock</b> |
| sys0053906  | 045~~~~~   | 05031390113648 | £4 MILLION BLACK   | 20          | 1                | 34           |
| sys0056823  | 045 01~~~  | 05031390113716 | CASHWORD ORANGE    | 60          | Ind              | 2            |
| sys0056984  | 045~~~~~   | 05031390113839 | BINGO WHITE        | 60          | 1                | 23           |

- Scratch off all of the cards that are no longer in play, to reveal verification code.



- All Scratch Cards must be scanned through the Camelot terminal and attach the terminal print outs to all winning and non-winning cards, place the winning cards to one side.



- Once all Scratch cards have been processed through the terminal, add up all of the winning tickets and purchase as many of the scratch cards that are being discontinued with this winning amount.

For example, where the opening stock started with 20 x £1 discontinued Scratch Cards, 2 are winners totalling £5, purchase 5 of the 20 cards being discontinued through the till. This will reduce the stock holding for the cards held on CPOS.

- The remaining Scratch cards (15 in the above example) must be processed as waste, using 'out of date out' on CPOS to remove them from the unit stock file.
- Re-Run CPOS Stock Valuation Report for Lottery Instants.
- Complete the Controlled Scratch Card Log (Appendix 6), retaining copies of the Stock Valuation Reports and all Scratch cards and validation receipts for 12 months.
- If no winning Scratch Cards are won during the controlled scratch, all Scratch cards are to be processed as waste using 'out of date out' on CPOS to remove them from the unit stock, again completing the Controlled Scratch Card Log and retaining the Scratch Cards and Stock Valuation Reports.



Should the controlled scratch produce more winnings than the total value of the discontinued Scratch Cards the balance must be processed in Nexus as a positive till cash variance and recorded on the Till Variance Log.



## Controlled Scratch Card Log

Attach copies of CPOS stock valuation reports pre and post the Controlled Scratch being completed.  
Retain all scratch cards with copies of validation receipts attached

# Till Operator Declaration

## ID Codes and Sign On

All cashiers must be assigned a unique till ID code. If you do not have a code you cannot use the till.

- You must not under any circumstances use another member of staff's code, or give your code out to another team member.
- If it is suspected that a code is known by other employees, the Manager or administrator must be informed immediately and the code changed.
- It is advised that Supervisors should change their codes monthly.
- You must log out of the till when it is not in use. Keeping your code safe protects you!
- All employees who have left the business must immediately be deleted from the till system.

## Till Transactions

All till transactions must be processed through the till, under no circumstances should monies be taken or items sold with the transaction being rung through the till.

- All transactions must be rung through the till at the time of the sale.
- The items rung through the till must be the items the customer is purchasing. If an item will not scan you must inform a member of management.
- It is recommended that receipts must be given to all customers.
- Cash must be placed straight into the till drawer, and the drawer closed between transactions.

You **must not**.

- Under-ring a transaction in an effort to correct a previous mistake.
- Delete an item which was not an error (i.e. you must never delete an item which has been correctly sold to a customer).
- Leave money lying around the till area.
- Use another team members till code, or give your code to someone else.
- Process a void or refund if you are not a supervisor or have been specifically authorised by your Manager.
- Fail to get a void or refund witnessed and signed.

**It is a disciplinary offence to supply family, friends, off-duty staff or members of the public with any item which has not been paid for. This will be treated as theft.**

**To avoid misunderstandings, you should not serve friends or family members and ask another member of staff to either process the transaction or to witness you doing so.**

## Voids

Voids must only be processed by a Supervisor or Person authorised by the Manager. Under no circumstances should a cashier process their own void (unless lone working).

If an error is made then the full transaction must be refunded:

- Apologise to the customer and ring off the transaction with the error, sign and attach the receipt to the control log.
- Inform your Manager, Supervisor or authorised person you have a void. The details of the void must be completed on the control log.
- Ring through the correct transaction for the customer.
- The void must be completed as close to the time of the original transaction as possible - they must not be left until later in the day or until the end of the shift.
- The void transaction should be completed with the original operator signed on the till, with the Manager / Supervisors entering their authorisation password when prompted.
- Voids must be a mirror image of the original transaction. i.e - the void should read exactly the same product at the same price and for the same tender type.
- A detailed explanation must be written on the Void Control Log. e.g if a wrong button is pressed the explanation must include which button was pressed incorrectly and which button should have been pressed.
- It is not acceptable to use 'operator error or mistake' or 'customer changed mind' without further information being given.

- The authorising person must be satisfied with the explanation before completing the void transaction.
- The Void Control Log must be signed by both the till operator and the person completing the void.

**If a Supervisor or Manager requires a void, this must where possible be carried out by another Supervisor or Manager. If there is no other Manager or Supervisor present it must be witnessed by a member of staff, and the receipt signed by both people.**

### Refunds

A refund should only be processed where a customer has already paid and then returns an item and gets money back, otherwise it should be a void.

- Inform your Manager, Supervisor or authorised person you have a refund.
- Enter the details of the refund on the control log, including the reasons for the refund.
- The refund log must be completed with the Customers name and the customer asked to sign as verification they have received the refund.
- All refund slips must be signed by the till operator and the authorising Manager or Supervisor.

### Void and Refund Reconciliation

- At the end of a shift the void and refunds must be reconciled both to the entries on the control logs and to the EPOS till reports.
- Check every entry on the control log has the original sales receipt and the void attached.
- Verify that the void mirrors the original transaction - i.e. is exactly the same.
- Investigate any missing receipts.
- Add up the value of the voids and refunds and check this against the EPOS 'z' read.
- Investigate and report any variances to the manager / administrator.
- The control documents should be kept with the Daily Float and Cash Takings Reconciliation Sheets for further independent review.

**At the end of each week the Voids and Refunds should be reviewed by an independent manager using the controls sheets, epos reads, back office reports including daily sales analysis and 'Voids by cashier' looking for any unusual level or patterns of activity:**

### For example

- Voids completed significantly later than the original transaction.
- Voids / Refunds completed at unusual times of the day – early morning, late evening etc.
- High percentage of voids with low volume of sales.
- Same products being voided.
- Volume of voids processed on Managers day off, or at weekends.
- Increase in voids towards the end of the month or before someone goes on holiday.

The Manager is responsible for reviewing and signing the Void & Refund Control Logs on a weekly basis as verification that the procedures have been followed and that all queries have been investigated to a satisfactory conclusion.

Copies of the electronic journal can be obtained from Profit Protection by contacting your PPM or emailing your request to: profit.protection@compass-group.co.uk

We will need to know the unit, outlet and till numbers as well as the dates the information is wanted for.

**I confirm I have read and understood the procedures detailed above, I understand that failing to follow the procedures could lead to disciplinary action being taken.**

**Till Operator Signature .....**

**Till Operator (Print Name) .....**

**Managers Signature .....**

**Manager (Print Name) .....**

**Date .....**



# Compliance in practice

## What is PCI Compliance?

PCI compliance is a set of standards issued by the Payment Card Industry. Companies that handle card holder data are required to follow these standards to protect customers' card data from being misused. Businesses that do not comply with these standards will incur heavy fines and risk losing the ability to process card transactions.

## What do I have to do?

By now all appropriate employees should have completed the PCI compliance eLearning module and watched the PCI compliance awareness video. If not these can be accessed via the My Learning portal on Compass Connect.



## To ensure your unit is PCI compliant follow the 6 points below:

|   |   |
|---|---|
| <b>1. Check Identification</b><br><br>Only authorised third party persons should be granted access to the unit PED.<br>Check & verify the ID of anyone asking to see the PED.<br>If you are not expecting anyone refuse access and report immediately on AIR selecting PCI Compliance.  | <b>2. PED Assets</b><br><br>All PED's (Pin Entry Device) must be recorded on the PED Asset Entry Master Form.<br>Store the PED Asset Entry Master Form securely in the unit safe.<br>Verify the PED's recorded match those recorded on the online PED asset portal.   |
| <b>3. Daily Tamper Checks</b><br><br>A <b>DAILY</b> check must be carried out of all PED devices to ensure they have not been tampered with. Check the PED is secure, keys are removed from PED stands and there is no sign of damage, additional parts or loose wires.<br>Ensure all <b>DAILY</b> checks are recorded on the <b>PCI Device Inspection Log</b> .  | <b>4. Magnetic Stripe</b><br><br>Where the magnetic stripe on the card is used to take payment, check the card is signed.<br>If the card is not signed request an additional form of ID from the customer and verify.<br>If no further identification can be provided politely refuse payment using the card. |
| <b>5. Found Cards</b><br><br>Any found cards must be held securely. Record the card details on the <b>Found Card Log</b> and store in the unit safe. If a customer claims their card, verify their identity with photo ID & ensure it matches the name on the card before returning. If the card is not claimed after 7 days, securely destroy the card by cutting the card into a minimum of 6 pieces. | <b>6. Reporting</b><br><br>If during the <b>DAILY PED inspection</b> tampering is suspected, stop using the PED immediately and report on <b>AIR selecting PCI Compliance</b> .<br><br>Contact IT Support by telephoning 0845 602 5555 option 3.  |

The full PCI Compliance procedures can be found in the **PCI Compliance Manual** available to download on the Profit Protection Connect page.

## **Personal Cash & Stock Declaration**



All members of staff must declare all cash and any products purchased outside of the unit in their possession when they start work. Employees are not permitted to carry any money on their person during their shift. Any money found on an employee that has not been declared will be deemed as gross misconduct and may lead to disciplinary action.

Example Personal Cash Declaration.xls

## TRAINING MODE CONTROL LOG



|   |  |  |                                    |
|---|--|--|------------------------------------|
| Unit Name   | Anyunit Ltd  |  |                                    |
|   | <input style="width: 100%; height: 25px; border-radius: 10px; border: none; padding: 5px; margin-bottom: 5px;" type="text"/> Enter unit name<br>and number |  |                                    |
| Date  | Time   | Number of Training Transactions  | Value of Training Transactions (£) |
| 31-Dec  | 07:45  | 12   | £73.55                             |
|   |  | Reason for Use of Training Mode<br><b>Training for new starter</b>   |                                    |
|   |  | <input style="width: 100%; height: 25px; border-radius: 10px; border: none; padding: 5px; margin-bottom: 5px;" type="text"/> Enter reason for training session           |                                    |
|   |  | <input style="width: 100%; height: 25px; border-radius: 10px; border: none; padding: 5px; margin-bottom: 5px;" type="text"/> Enter Cashier name & signature              |                                    |
|   |  | <input style="width: 100%; height: 25px; border-radius: 10px; border: none; padding: 5px; margin-bottom: 5px;" type="text"/> Enter Manager / Supervisor name & signature |                                    |
| Trainer to enter details of training session including date, time, number and value of training transactions  |  |  |                                    |
| <input style="width: 100%; height: 25px; border-radius: 10px; border: none; padding: 5px; margin-bottom: 5px;" type="text"/> Training receipts to be attached |  |  |                                    |
| <b>ALL TRAINING RECEIPTS TO BE ATTACHED</b><br><small>1.6.2 - Training Mode Control Log - Completion</small>  |  |  |                                    |







## Key Holder & Access Control Declaration

It is Company policy that all persons who are required to hold keys or are provided with access codes as part of their job role read and sign the Key Holder Declaration.

This includes building keys, safe keys and access control cards and access codes.

Name of Unit

Name of Key Holder

Details of Keys

I understand and agree that all keys and access control cards and access codes are issued to me under the following conditions;

1. All keys / cards issued to me remain the property of Compass and must be returned as requested or at the end of my employment.
2. I will not loan or duplicate any keys / cards issued to me without prior written authorisation from Profit Protection.
3. I will ensure the keys / cards are either in my possession or appropriately secured at all times. I will not disclose access codes to any individual without prior authorisation.
4. I understand the company reserves the right to hold me responsible for the cost of replacement keys / cards, rekeying or resetting locks and associated damage or losses should I lose the keys / cards or should they be lost, stolen or misused while in my possession.
5. I will not attach or add any identifying tag indicating what or where the key / card is for.

Key Holder Name (print)..... Managers Name (print).....

Key Holder Signature ..... Managers Signature.....

Date ..... Date.....

# EMPLOYEE SEARCH CHECKLIST



|   |             |                             |       |        |
|---|-------------|-----------------------------|-------|--------|
| Unit:                                     | Anyunit Ltd | Enter unit name<br>and date | Date: | 31-Dec |
| Name of manager conducting the check:     |             | Bill Smith                  |       |        |
| Name of person responsible for the shift: |             | Bill Smith                  |       |        |
| Name of person being searched:            |             | Bob Steele                  |       |        |
| Name of person witnessing the search:     |             | Sue Grimes                  |       |        |

**(Complete one checklist for each person being searched)**

Tick boxes to show  
each point has  
been actioned

| <b>TICK BOX TO SHOW EACH POINT HAS BEEN ACTIONED</b> |   |                            |
|--|---|----------------------------|
| 1  | Announce yourself and advise the purpose of your visit  | <input type="checkbox"/> y |
| 2  | 'Searcher' and witness the same employees to be searched<br>(must be yes to the former)<br><br>Completed sheets to be kept securely with Employee Search Logs   | <input type="checkbox"/> y |
| 3  | Offer the individual the opportunity to have a witness present (record the name of the witness above, if a witness is not present, this must also be recorded above)  | <input type="checkbox"/> y |
| 4  | Ask the individual to empty their pockets, if there is any money on the person, you should record the amount, the denomination and the place it came from in the notes section on the reverse side of this checklist. | <input type="checkbox"/> y |
| 5  | If identity cards are worn, they must be removed from the holder to show nothing is held behind.  | <input type="checkbox"/> y |
| 6  | If ties form part of the uniform, you should request that these are removed and turn the end of the inside out to ensure that nothing is concealed  | <input type="checkbox"/> y |
| 7  | If hats form part of the uniform, you should request that the hat is removed and turned upside down to ascertain there is nothing inside it.  | <input type="checkbox"/> y |
| 8  | Ask the employee if they have a bag/rucksack with them and ascertain the location of the same; if their bag/rucksack is freely available on the unit request that they empty the contents                             | <input type="checkbox"/> y |
| 9  | If coats/jackets are on the unit, request that the pockets are turned inside out and contents should be noted below   | <input type="checkbox"/> y |
| 10   | If lockers are provided, employees should empty their own locker whilst you observe, again any unusual items should be noted below  | <input type="checkbox"/> y |
| 11   | Record details required on the Profit Protection Search Log   | <input type="checkbox"/> y |

## EMPLOYEE SEARCH LOG

| Unit Name | Anyunit Ltd |                               | Enter unit name and number |                                     | Unit Number                         |                        | 12345                              |                                    | W/E Date                   |                   | 06/01/2010 |  | Enter week ending date |  |
|-----------|-------------|-------------------------------|----------------------------|-------------------------------------|-------------------------------------|------------------------|------------------------------------|------------------------------------|----------------------------|-------------------|------------|--|------------------------|--|
| Day       | Time        | Type of search                |                            |                                     |                                     |                        | Signatures on completion of search |                                    |                            |                   |            |  |                        |  |
|           |             | Name of person being searched | Employee                   | Contractor                          | Visitor Person                      | Vehicle (Registration) | Locker carrying out search         | Name of witness to Person Searched | Person carrying out search | Witness to search |            |  |                        |  |
| THU       | 11am        | Albert Barnes                 |                            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Bill Smith             | Bob Steele                         | A. Barnes                          | Bill Smith                 | Bob Steele        |            |  |                        |  |
|           | 3pm         | Bob Steele                    |                            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Bill Smith             | Sue Grimes                         | Bob Steele                         | Bill Smith                 | Sue Grimes        |            |  |                        |  |
|           | 3pm         | Sue Grimes                    |                            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Bill Smith             | Bob Steele                         | Sue Grimes                         | Bill Smith                 | Bob Steele        |            |  |                        |  |
| SAT       |             |                               |                            |                                     |                                     |                        |                                    |                                    |                            |                   |            |  |                        |  |
| SUN       |             |                               |                            |                                     |                                     |                        |                                    |                                    |                            |                   |            |  |                        |  |
| MON       |             |                               |                            |                                     |                                     |                        |                                    |                                    |                            |                   |            |  |                        |  |
| TUE       |             |                               |                            |                                     |                                     |                        |                                    |                                    |                            |                   |            |  |                        |  |
| WED       |             |                               |                            |                                     |                                     |                        |                                    |                                    |                            |                   |            |  |                        |  |

*FRI*

Enter time and name of person being searched

Indicate role of person being searched

Indicate nature of the search

Enter name of person carrying out the search

Enter name of person witnessing the search

Persons involved in search to sign

Completed sheets to be kept securely with Employee Search Checklists

# UNIT CASH & STOCK HANDOVER FORM



To be completed (with the OPM) by any Unit Manager or Acting Unit Manager leaving or joining the Company.

|  |                               |              |
|--|-------------------------------|--------------|
| UNIT NAME:   | Enter unit name<br>and number | UNIT NUMBER: |
| <b>NEXUS CASH-IN-HAND DECLARATION</b>  |                               |              |
| ACTUAL CASH-IN-HAND  | PETTY CASH FLOAT              | £            |
| Enter breakdown of actual Cash in Hand - ensure that this matches the figure declared in Nexus |                               |              |
| TILL FLOAT/S   | £                             |              |
| CHANGE FLOAT   | £                             |              |
| <b>ACTUAL CASH IN HAND TOTAL</b>   |                               |              |
| Enter Nexus Stock Declaration  |                               |              |
| <b>NEXUS TOTAL STOCK DECLARATION</b>   |                               |              |
| ACTUAL STOCK   | CONSUMABLES                   | £            |
| Enter actual stock holding - ensure that this matches the figure declared in Nexus             |                               |              |
| LEANING MATERIALS  | £                             |              |
| <b>ACTUAL STOCK TOTAL</b>  |                               |              |

#### **Statement of the departing Unit Manager/Acting Unit Manager:**

"I hereby sign to confirm handover of the total sum of money and stock outlined above, to the undersigned, as from the date of signature"

|         |  |                |       |
|---------|--|----------------|-------|
| Signed: | Outgoing manager's declaration with OPM verification | (Unit Manager) | Date: |
| Signed: |  | (OPM)          | Date: |

#### **Statement of Unit Manager/Acting Unit Manager taking responsibility:**

"I hereby sign to accept handover of the total sum of money and stock outlined above, and understand that as Unit Manager/Acting Unit Manager, I am responsible for these monies and stock as from the date of signature"

|         |  |                |       |
|---------|--|----------------|-------|
| Signed: | Incoming manager's declaration with OPM verification | (Unit Manager) | Date: |
| Signed: |  | (OPM)          | Date: |

**WHEN COMPLETED THIS FORM IS TO BE INSERTED IN THE DAILY SAFE CHECK FILE AND A COPY RETAINED BY THE OPM**

## VOID CONTROL LOG



| Unit Name | Enter unit name<br>and number |               |                                | Unit Number  |
|-----------|-------------------------------|---------------|--------------------------------|--|
| Date      | Time                          | Value of Void | Reason For Void                | Cashier Name & Signature   |
| 31-Dec    | 09:10                         | £1.25         | 2 x coffees rung in by mistake | G. Patel - G.Patel   |
|           |                               |               |                                | Bill Smith - B. Smith  |
|           |                               |               |                                | Manager / Supervisor Name & Signature  |
|           |                               |               |                                | Supervisor to sign to verify completion of void                                    |
|           |                               |               |                                | Original & void receipts to be attached  |
|           |                               |               |                                | Completed Void Log sheets and supporting receipts to be filed with weekly bookwork |
|           |                               |               |                                | ALL ORIGINAL & VOID RECEIPTS TO BE ATTACHED  |

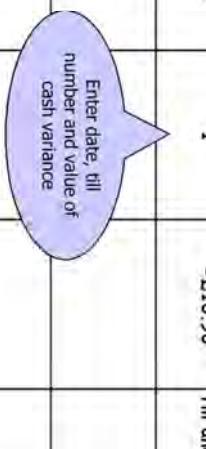
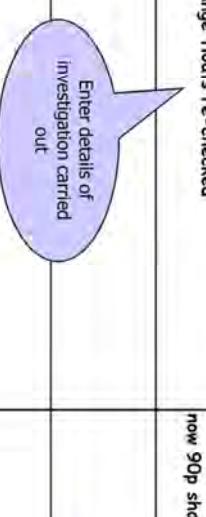
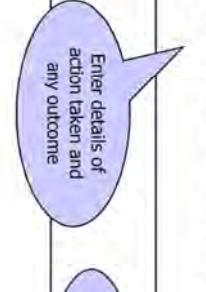
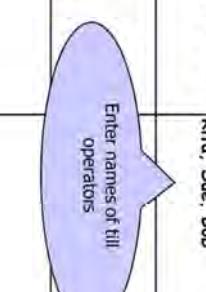
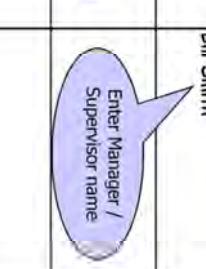
## REFUND CONTROL LOG



|             |                                    |  |  |  |   |  |
|-------------|------------------------------------|--|--|--|---|--|
| Unit Name   | Anyunit Ltd                        |  |  |  | <input type="text" value="Enter unit name and number"/> |  |
| Unit Number | <input type="text" value="12345"/> |  |  |  |   |  |

| Date   | Time  | Value of Refund | Reason for Refund  | Customer Name   | Cashier Name  | Manager/ Supervisor Name   |
|--------|-------|-----------------|--|---|---|--|
| 31-Dec | 12:30 | £5.50           | Customer complained that Lasagne was cold - refused replacement meal                                       | Geoff Barnes, 2 Green St, Anytown, AT1 4dF  | Bob Steele  | Bill Smith   |
|        |       |                 | Cashier to enter details of refund transaction including reason for the refund and customer name & address |   |   |  |
|        |       |                 |  | Unit Manager to check that refunds on POS local or till reads match entries on Refund Log |   |  |
|        |       |                 |  |   | Manager / Supervisor to sign to verify completion of refund |  |
|        |       |                 |  |   |   | Completed Refund Log sheets and supporting receipts to be filed with weekly bookwork |
|        |       |                 |  |   |   | Original & refund receipts to be attached  |
|        |       |                 |  |   |   | <b>ALL ORIGINAL &amp; REFUND RECEIPTS TO BE ATTACHED</b>                             |

# TILL CASH VARIANCE LOG

| Date   | Till Number | Value   | Investigation Carried Out         | Action Taken and/or Outcome  | Cashier Name/s | Mngr/ Spvrs Name |
|--|-------------|---------|-----------------------------------|--|----------------|------------------|
| 31-Dec   | 1           | -£10.90 | Till and change floats re-checked | Change float had been mis-counted - £10 found - till now 90p short | Rita, Sue, Bob | Bill Smith       |
| <br>Enter unit name and number<br><br><br>Enter date, till number and value of cash variance<br><br><br>Enter details of investigation carried out<br><br><br>Enter details of action taken and any outcome<br><br><br>Enter names of till operators<br><br><br>Enter Manager / Supervisor name |             |         |                                   |  |                |                  |

**TILL VARIANCES OVER +/- £2 TO BE INVESTIGATED - ONE SHEET TO BE KEPT FOR EACH CASHIER AND HELD IN EMPLOYEE FILE**

| <b>Till Variance Action Checklist</b>                        |               |            |
|--|---------------|------------|
| Day/Date:  | Duty Manager: |            |
| Till Read:   | Takings:      | Variance:  |
| Till Float & Takings re-counted                              |               |            |
| Change Float double checked                                  |               |            |
| Counter Cache double checked                                 |               |            |
| Cash Lifts completed and accounted for                       |               |            |
| Under/behind till drawer checked                             |               |            |
| Calculations and additions double checked for accuracy       |               |            |
| All voids and refunds completed correctly                    |               |            |
| Was change requests issued correctly                         |               |            |
| Do other tills show corresponding overages/shortages         |               |            |
| What was the previous days till variance                     |               |            |
| Have the details been recorded on the Till Cash Variance Log |               |            |
| Cashiers on duty?  |               |            |
| Result of Investigations:                                    |               | Signature: |

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| <b>Till Variance Action Checklist</b>                        |               |            |
|--|---------------|------------|
| Day/Date:  | Duty Manager: |            |
| Till Read:   | Takings:      | Variance:  |
| Till Float & Takings re-counted                              |               |            |
| Change Float double checked                                  |               |            |
| Counter Cache double checked                                 |               |            |
| Cash Lifts completed and accounted for                       |               |            |
| Under/behind till draw checked                               |               |            |
| Calculations and additions double checked for accuracy       |               |            |
| All voids and refunds completed correctly                    |               |            |
| Was change requests issued correctly                         |               |            |
| Do other tills show corresponding overages/shortages         |               |            |
| What was the previous days till variance                     |               |            |
| Have the details been recorded on the Till Cash Variance Log |               |            |
| Cashiers on duty?  |               |            |
| Result of Investigations:                                    |               | Signature: |

# FLOAT & CASH TAKINGS RECONCILIATION



|                               |                                |               |
|-------------------------------|--------------------------------|---------------|
| Trading Outlet / Service Area | Enter unit and service details |               |
| Date & Time                   | Till                           | Till Operator |
|                               |                                |               |

| Float                          | £ | p | Cash Income   | £ | p |
|--------------------------------|---|---|---------------|---|---|
|                                |   |   | £50           |   |   |
|                                |   |   | £20           |   |   |
| £10                            |   |   | £10           |   |   |
| £5                             |   |   | £5            |   |   |
| £2                             |   |   | £2            |   |   |
| £1                             |   |   | £1            |   |   |
| 50p                            |   |   | 50p           |   |   |
| 20p                            |   |   | 20p           |   |   |
| 10p                            |   |   | 10p           |   |   |
| 5p                             |   |   | 5p            |   |   |
| 2p                             |   |   | 2p            |   |   |
| 1p                             |   |   | 1p            |   |   |
|                                |   |   | CID Lift      |   |   |
|                                |   |   | Credit Cards  |   |   |
| Total:                         |   |   | Total:        |   |   |
|                                |   |   | Z Read Total: |   |   |
| Reason for Variance / Comments |   |   | Variance:     |   |   |

| Cashier     |  | Cashier     |  |
|-------------|--|-------------|--|
| Signature:  |  | Signature:  |  |
| Print Name: |  | Print Name: |  |
| Supervisor  |  | Supervisor  |  |
| Signature:  |  | Signature:  |  |
| Print Name: |  | Print Name: |  |

# DAILY SAFE CHECK



|   |                            |   |   |
|---|----------------------------|---|---|
| Day & Date                                |                            | £   | p   |
|   | Enter day and date of safe |   |   |
| £50 Notes                                 |                            |   |   |
| £20 Notes                                 |                            |   |   |
| £10 Notes                                 |                            |   |   |
| £5 Notes                                  |                            |   |   |
| £2 Coins                                  |                            | Enter breakdown of cash                       |   |
| £1 Coins                                  |                            |   |   |
| 50p Coins                                 |                            |   |   |
| 20p Coins                                 |                            |   | Completed sheets to be filed with weekly bookwork                             |
| 10p Coins                                 |                            |   |   |
| 5p Coins                                  |                            |   |   |
| 2p Coins                                  |                            |   |   |
| 1p Coins                                  |                            |   |   |
| Loose Change                              |                            |   |   |
| <b>Total Cash (A)</b>                     |                            |   |   |
| Till Float/s                              |                            |   |   |
| Vending / Trolley floats                  |                            | Enter details of floats and prepared bankings |   |
| ATM                                       |                            |   |   |
| Prepared Bankings                         |                            |   |   |
|   |                            |   |   |
|   |                            |   |   |
| <b>Total Other (B)</b>                    |                            |   |   |
| <b>Grand Total (A+B)</b>                  |                            |   |   |
| <b>Nexus Expected</b>                     |                            |   |   |
| <b>Variance<br/>(Nexus - Grand Total)</b> |                            |   | Compare the Grand total with the Nexus expected value and record any variance |
| Carried out by :                          |                            |   |   |
| Signature :                               |                            |   |   |
| Witnessed by :                            |                            |   |   |
| Signature :                               |                            |   |   |

# DAILY SAFE CHECK



|  | <b>Thursday</b> | <b>Friday</b> | <b>Saturday</b> | <b>Sunday</b> | <b>Monday</b> | <b>Tuesday</b> | <b>Wednesday</b> |
|--|-----------------|---------------|-----------------|---------------|---------------|----------------|------------------|
| <b>Date &gt;&gt;&gt;&gt;&gt;&gt;&gt;&gt;</b>         |                 |               |                 |               |               |                |                  |
| £50 Notes  |                 |               |                 |               |               |                |                  |
| £20 Notes  |                 |               |                 |               |               |                |                  |
| £10 Notes  |                 |               |                 |               |               |                |                  |
| £5 Notes   |                 |               |                 |               |               |                |                  |
| £2 Coins   |                 |               |                 |               |               |                |                  |
| £1 Coins   |                 |               |                 |               |               |                |                  |
| 50p Coins  |                 |               |                 |               |               |                |                  |
| 20p Coins  |                 |               |                 |               |               |                |                  |
| 10p Coins  |                 |               |                 |               |               |                |                  |
| 5p Coins   |                 |               |                 |               |               |                |                  |
| 2p Coins   |                 |               |                 |               |               |                |                  |
| 1p Coins   |                 |               |                 |               |               |                |                  |
| Loose Change   |                 |               |                 |               |               |                |                  |
| <b>Total Cash (A)</b>                                |                 |               |                 |               |               |                |                  |
| Till Float/s   |                 |               |                 |               |               |                |                  |
| Vending / Trolley Float/s                            |                 |               |                 |               |               |                |                  |
| ATM Float  |                 |               |                 |               |               |                |                  |
| Prepared Bankings                                    |                 |               |                 |               |               |                |                  |
|  |                 |               |                 |               |               |                |                  |
|  |                 |               |                 |               |               |                |                  |
|  |                 |               |                 |               |               |                |                  |
| <b>Total Other (B)</b>                               |                 |               |                 |               |               |                |                  |
| <b>Grand Total (A+B)</b>                             |                 |               |                 |               |               |                |                  |
| <b>Nexus Expected</b>                                |                 |               |                 |               |               |                |                  |
| <b>Variance<br/>(Nexus Expected<br/>Grand Total)</b> |                 |               |                 |               |               |                |                  |
| Carried Out by:                                      |                 |               |                 |               |               |                |                  |
| Signature  |                 |               |                 |               |               |                |                  |
| Witnessed By:  |                 |               |                 |               |               |                |                  |
| Witness Signature                                    |                 |               |                 |               |               |                |                  |

# SALES CONTROL



|                    |   |  |         |  |
|--------------------|---|--|---------|--|
| Trading Outlet     | Enter unit name, date and service information |  | Date    |  |
| Service/Shift/Till |   |  | Cashier |  |

## \*TOTAL SALES TO INCLUDE CLIENT ISSUES

| Goods  | Portions |       |       |                          |      |        | Value       |               |
|--|----------|-------|-------|--------------------------|------|--------|-------------|---------------|
| Item   | Start    | Added | Total | Left                     | Sold | Price  | Total Sales | Client Issues |
| Mars   | 4        | 2     | 6     | 2                        | 4    | 0.50   | 2.00        |               |
| Snickers   | 4        |       | 4     | 1                        | 3    | 0.50   | 1.50        |               |
| <p>Pre-populate sheet with product details</p> <p>Operator to record opening stock and additions at beginning of service</p> <p>All stock counts, additions and calculations should be checked by the Manager / Supervisor</p> <p>Note: electronic version of this log will automatically calculate</p> <p>Operator and manager to sign completed sheet</p> <p>Reconcile Actual Cash Income against Expected Sales</p> |          |       |       |                          |      |        |             |               |
| <b>Manager's Signature</b>   |          |       |       | Total Sales              |      | 3.50   |             |               |
|  |          |       |       | Less Total Client Issues |      |        |             |               |
| <b>Cashier's Signature</b>   |          |       |       | Expected Cash Income     |      | 3.50   |             |               |
|  |          |       |       | Actual Cash Income       |      | 3.40   |             |               |
|  |          |       |       | Variance                 |      | (0.10) |             |               |

## **SEALED CASH BAG CONTROL LOG**



# VENDING CONTROL SHEET



|                  |                                    |  |  |  |  |  |  |
|------------------|------------------------------------|--|--|--|--|--|--|
| W/E Date         | Enter date and machine information |  |  |  |  |  |  |
| Machine Location |                                    |  |  |  |  |  |  |
| Machine Number   |                                    |  |  |  |  |  |  |
| Machine Float £  |                                    |  |  |  |  |  |  |

|                  |  |  |  |  |  |  |  |
|------------------|--|--|--|--|--|--|--|
| Unit Name        | Enter unit name, number and operator information |  |  |  |  |  |  |
| Unit Number      |  |  |  |  |  |  |  |
| Operators Name   |  |  |  |  |  |  |  |
| Signage OK - Y/N |  |  |  |  |  |  |  |

| Products | Opening Stock | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Total Issues | Closing Stock | Total Sold | x SP | = Total Sales £ |
|----------|---------------|-----|-----|-----|-----|-----|-----|-----|--------------|---------------|------------|------|-----------------|
| Mars     | 12            |     | 2   |     | 3   |     |     |     | 5            | 10            | 7          | 0.50 | 3.50            |
| Snickers | 12            |     | 4   |     | 2   |     |     |     | 6            | 11            | 7          | 0.50 | 3.50            |
|          |               |     |     |     |     |     |     |     |              |               |            |      |                 |

Pre-populate sheet with product details

Operator to record opening stock and additions during

All stock counts, additions and calculations should be checked by the Manager / Supervisor

Operator to record closing stock and sales at end of

Pre-populate sheet with product prices

Operator to calculate expected sales at end of service

Record cash collected from machines - this must be completed under dual control

Enter total expected sales

|                    |            |           |              |             |
|--------------------|------------|-----------|--------------|-------------|
| <b>Total Sales</b> | <b>QTY</b> | <b>14</b> | <b>£ (A)</b> | <b>7.00</b> |
|--------------------|------------|-----------|--------------|-------------|

| Cash Collected from Machine - to be Emptied & Counted under Dual Control |         |             |  |             |   |  |                          |
|--|---------|-------------|--|-------------|---|--|--------------------------|
| Date   | 30-Dec  | Date        |  | Date        |   |  | <b>Total Value £ (B)</b> |
| Amount £   | 7.50    | Amount £    |  | Amount £    | Reconcile Actual Cash Income against Expected Sales |  | 7.50                     |
| Signature 1  | B.Smith | Signature 1 |  | Signature 1 |   |  | <b>Variance £ (B-A)</b>  |
| Signature 2  | S.Jones | Signature 2 |  | Signature 2 |   |  | 0.50                     |

| Machine Reads   |  |                 |  |                 |  |  |                          |
|-----------------|--|-----------------|--|-----------------|--|--|--------------------------|
| Previous Read   |  | Previous Read   |  | Previous Read   |  |  | <b>Total Value £ (C)</b> |
| Present Read    |  | Present Read    |  | Present Read    |  |  |                          |
| = Total Vends   |  | = Total Vends   |  | = Total Vends   |  |  |                          |
| x Selling Price |  | x Selling Price |  | x Selling Price |  |  |                          |
| = Total £ (C)   |  | = Total £ (C)   |  | = Total £ (C)   |  |  |                          |

Calculate expected sales using Machine Reads

Reconcile Actual Cash Income against Machine Reads

# CASH PURCHASE CONTROL LOG

| Unit Name  | Enter unit name and number |              | W/E Date   |     | Signature of Manager |                   | Unit Manager to sign completed |                                 |                          |
|--|----------------------------|--------------|------------|-----|----------------------|-------------------|--------------------------------|---------------------------------|--------------------------|
| Unit Number  |                            |              |            |     |                      |                   |                                |                                 |                          |
| Date   | Supplier                   | Description  | Net Amount | VAT | Gross Amount         | VAT Receipt (Y/N) | Authorisation Received (Y/N)   | Reason for Cash Purchase        | Entered into Nexus (Y/N) |
| 31/12/2009   | Tesco                      | 6 x 4pt milk | £ 10.20    | £ - | £ 10.20              | N                 | Y                              | <b>Brakes failed to deliver</b> | Y                        |
| <p>Enter date, supplier name and description of item purchased</p> <p>Enter Net, VAT and Gross values of purchase - VAT-able purchases must be accompanied by a VAT receipt</p> <p>Indicate that VAT receipt has been obtained</p> <p>Indicate that authorisation has been obtained</p> <p>Enter reason for cash purchase</p> <p>Indicate that purchase has been entered into Nexus</p> <p>Completed sheets and photocopies of receipts to be filed with weekly bookwork - this log does not need to be sent to Parklands with original receipts</p> |                            |              |            |     |                      |                   |                                |                                 |                          |

## WEEKLY TIMESHEET

**Week Ending 06-Jan-10**

**Unit Name**

**Anyunit Ltd**

|                    |              | <b>Thu</b>       | <b>Fri</b> | <b>Sat</b> | <b>Sun</b> | <b>Mon</b> | <b>Tue</b> | <b>Wed</b> |           |              |
|--------------------|--------------|------------------|------------|------------|------------|------------|------------|------------|-----------|--------------|
| <b>Name</b>        | <b>Hours</b> | <b>Date</b>      | 31-Dec-09  | 01-Jan-10  | 02-Jan-10  | 03-Jan-10  | 04-Jan-10  | 05-Jan-10  | 06-Jan-10 | <b>Total</b> |
| <b>Jim Barnes</b>  | <b>20</b>    | <b>Start</b>     |            |            |            |            |            |            |           |              |
|                    |              | <b>Finish</b>    |            |            |            |            |            |            |           |              |
|                    |              | <b>Break</b>     |            |            |            |            |            |            |           |              |
|                    |              | <b>Signature</b> |            |            |            |            |            |            |           |              |
|                    |              | <b>Variance</b>  | -          | -          |            |            |            |            |           |              |
| <b>Sue Grimes</b>  | <b>20</b>    | <b>Start</b>     | 10:00      | 10:00      |            |            |            |            |           |              |
|                    |              | <b>Finish</b>    | 14:00      | 14:00      |            |            |            |            |           |              |
|                    |              | <b>Break</b>     | -          | -          |            |            |            |            |           |              |
|                    |              | <b>Signature</b> | Sue Grimes | Sue Grimes |            |            |            |            |           |              |
|                    |              | <b>Variance</b>  | -          | -          |            |            |            |            |           |              |
| <b>Gupta Patel</b> | <b>35</b>    | <b>Start</b>     | 07:00      | 07:00      |            |            |            |            |           |              |
|                    |              | <b>Finish</b>    | 14:30      | 14:30      |            |            |            |            |           |              |
|                    |              | <b>Break</b>     | 00:30      | 00:30      |            |            |            |            |           |              |
|                    |              | <b>Signature</b> | G.Patel    | G.Patel    |            |            |            |            |           |              |
|                    |              | <b>Variance</b>  | -          | -          |            |            |            |            |           |              |
| <b>Bob Steele</b>  | <b>35</b>    | <b>Start</b>     | 09:30      | 09:30      |            |            |            |            |           |              |
|                    |              | <b>Finish</b>    | 17:00      | 17:30      |            |            |            |            |           |              |
|                    |              | <b>Break</b>     | 00:30      | 00:30      |            |            |            |            |           |              |
|                    |              | <b>Signature</b> | Bob Steele | Bob Steele |            |            |            |            |           |              |
|                    |              | <b>Variance</b>  | -          | +00:30     |            |            |            |            |           |              |

Pre-populate names - enter names in the same order that they appear in Nexus payroll

Entering date in DD/MM/YY format in yellow cell will automatically populate all dates

Staff to enter their time of start, time of finish and length of break

Time of finish must not be entered until the end of the shift

Staff to sign to verify accuracy of input

Completed sheets to be used to input Nexus payroll - file securely with Staff Rotas

Manager / Supervisor to monitor completion and note any variances to contracted hours

# **EMPLOYEE FEEDING CONTROL SHEET**



**Unit Name**

Anyunit Ltd

Enter unit  
name and  
number

### Unit Number

12345

## Goods Ordered & Received Control Log

Unit Name

Unit Number

W/E Date

Signature of Manager

| Date Order Placed | Estimated Value of Order (£) | Supplier Name | Description of Goods | Purchase Order Number | Invoice Number | Invoice Value (£) | Delivery Physically Checked Against Invoice (Y / N) | Estimated value of Short / Damaged Items (£) | Invoice entered onto Nexus (Yes) | Invoice Reconciled to the Matching Report or Schedule of Purchases (Y / N) |
|-------------------|------------------------------|---------------|----------------------|-----------------------|----------------|-------------------|---|--|----------------------------------|--|
|                   |                              |               |                      |                       |                |                   |   |  |                                  |  |

Enter the date the order was placed with the supplier.

Enter the estimated value of the order.

Enter the name of the supplier.

Enter a description of the items ordered, i.e frozen food, consumables.

Enter the purchase order number of the goods ordered (where applicable).

Enter the value of goods delivered from the invoice.

Enter Yes or No to indicate that the goods delivered have been physically checked to the invoice or delivery note.

Enter Yes to indicate that the invoice has been entered onto Nexus.

Enter Yes or No to indicate that the EDI Matching report has been reviewed and all orders have been reconciled. For Non EDI suppliers the schedule of purchases must be reviewed to ensure the invoice has been processed correctly.

VISITOR LOG

**Unit Number**

**Unit Name**

W / E Date

10

## Café Loyalty Card Sales Log

Unit Name \_\_\_\_\_

Unit Number

To work out the % affect on sales Divide the total vale by the total weekly sales and multiply by 100.

| Total Vouchers<br>Counted At the end of | Total Cash Value of<br>Vouchers | Value as a % Of Sales |
|---|---------------------------------|-----------------------|
|---|---------------------------------|-----------------------|

# DAILY LOADER TAKINGS RECONCILIATION



|                | Date & Time |                   |   | Reason For Variance/<br>Comments |
|----------------|-------------|-------------------|---|----------------------------------|
| Loader Read    | £           | Cash Income       | £ |                                  |
| £50.00         |             | £50.00            |   |                                  |
| £20.00         |             | £20.00            |   |                                  |
| £10.00         |             | £10.00            |   |                                  |
| £5.00          |             | £5.00             |   |                                  |
| Coinage        |             | Coinage           |   |                                  |
| Total:         |             | Total:            |   |                                  |
| <b>Manager</b> |             | <b>Supervisor</b> |   |                                  |
| Signature:     |             | Signature:        |   |                                  |
| Print Name:    |             | Print Name:       |   |                                  |

|                | Date & Time |                   |   | Reason For Variance/<br>Comments |
|----------------|-------------|-------------------|---|----------------------------------|
| Loader Read    | £           | Cash Income       | £ |                                  |
| £50.00         |             | £50.00            |   |                                  |
| £20.00         |             | £20.00            |   |                                  |
| £10.00         |             | £10.00            |   |                                  |
| £5.00          |             | £5.00             |   |                                  |
| Coinage        |             | Coinage           |   |                                  |
| Total:         |             | Total:            |   |                                  |
| <b>Manager</b> |             | <b>Supervisor</b> |   |                                  |
| Signature:     |             | Signature:        |   |                                  |
| Print Name:    |             | Print Name:       |   |                                  |

|                | Date & Time |                   |   | Reason For Variance/<br>Comments |
|----------------|-------------|-------------------|---|----------------------------------|
| Loader Read    | £           | Cash Income       | £ |                                  |
| £50.00         |             | £50.00            |   |                                  |
| £20.00         |             | £20.00            |   |                                  |
| £10.00         |             | £10.00            |   |                                  |
| £5.00          |             | £5.00             |   |                                  |
| Coinage        |             | Coinage           |   |                                  |
| Total:         |             | Total:            |   |                                  |
| <b>Manager</b> |             | <b>Supervisor</b> |   |                                  |
| Signature:     |             | Signature:        |   |                                  |
| Print Name:    |             | Print Name:       |   |                                  |

## Visitor Card Controls



### Unit Name

### Unit Number

Manual Card Refund Control Log

**Unit Name & Number:**



**ALL ORIGINAL & REFUND RECEIPTS TO BE ATTACHED**

# Security procedures

Please display away from general public view



## 1 Check uniform

- ⦿ Are all crew members in full uniform?
- ⦿ Is our logo clearly visible?
- ⦿ Any other variations on uniform please contact our customer service centre

## 2 Check identification

- ⦿ On-duty crew members always display their G4S personal identification card.
- ⦿ Is the person with the card the person on the card?
- ⦿ Does the G4S ID card have a G4S hologram on it?
- ⦿ Do they have a valid Authorised Collectors Card (ACC)?
- ⦿ Are their branch details correct?
- ⦿ If uniform and identification does not check out contact our customer service centre

## 3 Check containers and seals

- ⦿ Carefully follow the filling and sealing instructions.
- ⦿ Keep an eye out for any damage.
- ⦿ Make sure the seal tape sticks right along the bag.
- ⦿ Fill out all the required details on the bag.

## 4 Check receipts

- ⦿ Has it got either the G4S logo and or G4S Cash Solutions UK Ltd and the correct name and address on it?
- ⦿ Are the container/seal numbers and crew member's unique ACC number on it? Refer to procedure 2 and check identification
- ⦿ Are the date/time of service correct?
- ⦿ Regardless of whether G4S is collecting or delivering the customer will be given a copy of the receipt

## 5 Still not sure?

- ⦿ Don't take any chances.
- ⦿ Refuse to start the service.
- ⦿ Call us to verify crew member identities on our customer service number 0844 800 4205 and press option 4
- ⦿ If you're still not convinced, call the police.



# Security tips

Follow these simple steps to keep your colleagues and our crew members safe

## 1 Lock up



- Keep all keys in a secure location.
- Leave doors and safes locked when not in use.
- Aim to lock main doors and security doors when we're collecting or delivering cash.
- Never put more than your insured amount in our cash containers or in the hands of our crew members.

## 2 Check identity



- Follow our Security Procedures poster to check G4S crew member identification.
- Don't know someone wearing a company uniform on your premises be it your own company uniform or a service provider? Then ask them to confirm their identity
- Ask any police officer or other official to prove their identification (they have to and they will).

## 3 Suspicious characters



- Check for bystanders when we're collecting or delivering. Do you know them? Are they acting suspiciously?
- If they are, write down their details (rough age, build, height, clothing features) and phone it through to the police.
- As well as calling the police, please alert your local G4S branch of your suspicions.

## 4 Security equipment



- Make sure your CCTV works well, with clearly visible signs declaring its use.
- Keep windows and vision panels clean; keep doors and locks in good condition.
- Check outside lights regularly. Always switch them on when it's dark.

## 5 Vehicles



- If you can, leave the space nearest your entrance free for our vehicle.
- Make sure the parking spot is well lit.
- Please call your local G4S branch to let us know if our vehicle can't park in its usual space for any reason.

## 6 Be alert



- Criminals target premises where security seems lax. Be observant and look vigilant to help deter attacks.
- If you notice anything suspicious, call 999 or your local police station right away. Don't forget to alert us too.
- By following these simple security tips you can help reduce the threat of attack.

Please call today for used cooking oil collection or new oil delivery.

# Beware of used cooking oil theft! If you notice suspicious activity, call your local Olleco depot.

Please refer to the map for your local Olleco depot contact details.

What to be aware of:

## Check your driver...

- is wearing an Olleco uniform & ID badge
- carries authentic Olleco paperwork
- drives an Olleco branded vehicle
- supplies you with a controlled waste transfer note for every collection

## Remember, Olleco...

- never sub-contracts
- pays for every litre collected
- recycles every litre into green fuel
- guarantees a safe, local, legal recycling service



The national Olleco helpline number is 023 8082 8282

[www.olleco.co.uk](http://www.olleco.co.uk)

Olleco formerly Agri Energy.

**olleco**



Confidential | Trustworthy | Safe

# CODE OF BUSINESS CONDUCT CONCERN? IF IT DOESN'T FEEL RIGHT, FOLLOW YOUR INSTINCTS

Physical Violence | Drugs & Alcohol | Harassment | Human Rights | Bribery & Corruption | Theft & Fraud | Illegal Activities

## SPEAK UP! We're listening



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Let Integrity be your guide. *Always.*