

## Preamble:

To guide Pride Winnipeg staff on how to setup, operate and close a sales point.

## Policy Statement:

Sales points are setup throughout the year, in different locations to sell various products and experiences offered by Pride Winnipeg. Care must be taken that all transactions are recorded for inventory management and that all cash and records are managed properly to ensure financial transparency and security.

## Procedures:

### Start of Day

- 1) Ensure a sufficient amount of change in the appropriate denominations is readily available.
- 2) Count the amount of currency and coin in the cash drawer or fund, noting the amount on the sales reconcile sheet and sign to verify the amount.
- 3) Ensure you have a receipt booklet, manual tracking sheets, and sales reconcile sheet.
- 4) Setup the POS system.
  - a) If possible plug in the POS system to prevent the battery from dying.
  - b) You will need a WiFi connection to access the cloud POS system, this may be obtained from the location where the cash point is setup. If WiFi is not available you will need to tether to a smartphone. (WiFi access should be worked out prior to selecting a location for cash point).
- 5) If using a card reader ensure it's operational. Keep all merchant copies.

### During Operations

- 1) For each transaction a receipt must be issued. If purchase is made from debit or credit the card receipt must also be issued.
- 2) Ensure correct change is given back to the customer.
- 3) Voids and refunds may only be authorized by a supervisor. All void and refunds must be tracked and attached to the cash reconcile sheet.
  - a) Items that are given away for promotional purposes must be recorded as a void.
- 4) All items purchased must be recorded through the POS system or manual tracking sheet. Any missing items will be followed up on by management and disciplinary actions may be issued including and up to termination.

### End of Day

- 1) When using a card reader ensure you run end of day.
- 2) Collect all receipts (credit, debit, void and refund) and ensure they match end of day amounts.
- 3) Close out the cash drawer and return the cash to the float amount. Count the remaining cash, it should match the end of day cash sales amount. If the amount differs you must follow up and figure out the discrepancy. If the discrepancy cannot be figured out, a detail report of situation must be written up and signed by the cashiers and supervisor. Cash management is the responsibility of the cashiers and supervisors.

- 4) All cash counts must be filled out on the sale reconcile sheet.
- 5) All cash minus the float must be put into a deposit bag with a fully filled out deposit slip.
- 6) All receipts, reads, deposit bag strip, and copy of deposit slip need to be attached to the sales reconcile sheet and placed in an end of day envelop.
- 7) The supervisor is responsible for giving the deposit bag and end of day envelope to an Officer of the organization within 24 hours after the date of sales.

Cash Handling

- 1) Minimize disputes over the amount being paid by a customer by leaving currency on the cash drawer ledge or other secure area visible to the customer until the transaction is completed.
- 2) Check for large-denomination counterfeit bills.
- 3) Count change back to the customer.
- 4) Make sure the currency, coin, or check from a transaction is placed in the cash drawer or other secure container or location before handling the next transaction.
- 5) We do not accept cheques and non-Canadian currency.
  - a) US currency can be accepted, please have current exchange rates available for quick reference.

Handling Debit and Credit Card Transactions

- 1) Be aware of the type of cards we can accept.
- 2) For cards that do not have chip, please have the customer sign the merchant copy and verify it to the back of the card.
- 3) Customers should be made aware that only credit cards with the customer's signature will be accepted. If the back of the credit card is not signed, ask to see the customer's identification
- 4) If a credit card or debit card is not accepted please ask for another method of payment and return the card back to the customer. Do not keep or damage the card.
- 5) Debit and credit cards should never leave the sight of the customers.

<b>DATE</b>	<b>AMENDED BY</b>	<b>APPROVED BY</b>	<b>VERSION NUMBER</b>