

Correct Steps when processing a Large Volume Cash Sales

This process needs to be followed for all sales of \$1,000 or greater!

- Once the product is brought up to the cash register, 2 employees are to be involved in the entire processing of the transaction. Ideally, the 2nd person will be the Manager On Duty.
- Each code has one case opened – a bottle is removed and scanned (this removes errors due to keying mistakes or intentional switching of codes by the customer). You cannot use a bottle off the shelf to scan in the code. It must be removed from a case.
- The bottle count is verified by inspecting the open case (Again removes the chance of error by assuming 12 are in the case when it could be 24) or (12 vs. 15 for some champagnes)
- This process is followed for each code until all codes are entered into the register and all merchandise is accounted for.
- Each employee independently performs a bottle count and compares their results to the count on the register screen.
- A total is given to the customer.
- The customer hands the cashier the entire payment. We will not count partial payment; we must wait till the customer gives us the entire payment!
- The cashier counts the funds while the manager observes the cashier's count. (Cashier writes the total on a scrap of paper to compare to the manager's count once completed)
- Once the cashier finishes counting all the funds the manager counts the cash while the cashier observes the manager's count.
- It is critical that the counts are independent of each other and only one person counts at a time. This is for security as well as accuracy.
- Then the funds are to be run through an automatic bill counter at the register, if available. This is for a final verification and will help identify any counterfeit bills.
- The counts are compared and if they match the total is entered into the register and change is made and returned to the customer, then the funds are secured in the register till. **Funds are NOT ALLOWED to be placed in the drawer below the register! The one you keep registers supplies in (Pens, tape, ETC.) as this drawer is not secure!**
- After the customer leaves with their product through the front of the store, the register lane will be closed and a pick-up will be performed following the proper pick up procedure (2 independent counts at the register, 2 signatures on the pick-up slip, and the funds are then transferred to the safe in the office and secured).

- This process needs to be followed regardless of how busy you are. If you are unsure how to make this happen please ask your manager or supervisor for tips on how to manage these situations and still meet the expectation.