



# Employee Manual

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# Rules and Regulations

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## ◆ PAY AND SCHEDULING INFORMATION

### TIME CLOCK

You will be paid according to the amount of time indicated by your clock in/out on the Kronos Timekeeper. Therefore, make sure you always "clock-in" (swipe your card) the moment before beginning work, and "clock-out" immediately after completing your work shift. If at any time you forget to do either, inform your Department Supervisor who will enter the correct time into the system.

If you pick up a shift in a department other than your Home Department, speak to the supervisor to assist in recording your hours.

Unexplained clocking irregularities can result in disciplinary actions up to, and including, dismissal. Therefore, never "clock-in" for time that you are not working and never swipe anyone else's card through the timekeeper for any reason. Both the person swiping another person's card into the timekeeper and the card holder may be dismissed. Failure to clock-out immediately upon the conclusion of a work shift also violates ASUCLA time clock procedures and warrants possible dismissal.

### PAY

Paydays occur every other Wednesday. You may pick up your check from the Store Manager's Office or designated Store Office after noon on each payday (whenever the Store Manager's Office is mentioned, refer to your own Store Office). They will remain there for one pay period. If a paycheck is not picked up by then, it will be returned to the Payroll Office in Kerckhoff Hall 219. Please ensure that the address indicated on the check is accurate. If it is not, notify your Department Manager.

Should you fail to receive a check or have problems regarding its amount, contact your Department Manager.

ASUCLA provides the option of "Direct Deposit". Instead of picking up your paycheck at your Store Office, it can be deposited automatically into your bank account. If you wish to choose this option, contact Payroll at ext. 48823.

### ATTENDANCE

Your attendance record is very important. Department policy states that you are directly responsible for all assigned hours, and hours you are having covered. It is imperative that you have any shift covered that you cannot work, and that you call in if you are going to be late for any reason. Because of the strain on the staff that a no-show or lateness causes, there is a very stringent attendance policy.

The following is ASUCLA's Attendance Policy, which applies to all ASUCLA employees. Please note that this Policy is intended to provide supervisors and managers with a guideline in addressing poor attendance. Extenuating attendance circumstances (such as overall poor attendance due to a combination of unnotified absence, excessive absence and excessive tardiness) may result in other actions.

#### Notification of Absence or Tardiness:

You are responsible for notifying the supervisors/managers of absence or tardiness no less than one hour before the start of a scheduled shift, if at all possible. This procedure must be repeated for each day of absence and each occasion of tardiness, unless you are hospitalized. Should you have an extended illness and are unable to report to work for some time, please notify a supervisor or a manager as much in advance as possible. Although your supervisor may not be able to hold your scheduled hours for you, they may be able to reschedule you when you are ready to return to work after an extended illness.

Unnotified Absences:

An unnotified absence is defined as a failure to notify the department when absent as detailed above. An unnotified absence may result in immediate dismissal.

Excessive Absence:

An absence occurrence is defined as one or a number of consecutive days of absence. Supervisors/managers may request a Doctor's written excuse for absences due to illness. Disciplinary actions are as follows:

# of Occurrences *	Time Period	Actions
2	within 30 days of one another	verbal warning
2 additional	within any 30 days of one another	written warning
1 additional	at any time	final warning
1 additional	at any time	dismissal

Excessive Tardiness:

Tardiness is reporting to work more than 5 minutes past the start of the scheduled shift, or returning to work from break or meal periods more than 5 minutes past the scheduled time of return. Disciplinary action begins when the following occur within a 30 day time period:

# of Tardies *	Time Period	Actions
1	at any time	verbal warning
1 additional	within 30 days of last tardy	written warning
1 additional	within 30 days of last tardy	final warning
1 additional	at any time	dismissal

Each department compiles an employee contact list. You should use this list when you have hours that you wish to give away. Please keep in mind that it is absolutely necessary for you to attempt to fill your hours before calling in sick. If you are sick and have made every effort to fill your hours, call in and speak to your Department Supervisor or according to your department's guidelines. Failure to obtain a replacement and not reporting to work constitutes an unnotified absence.

If you will be late to work, call to inform your Department Manager, Supervisor or designated Store Office. State the reason and the length of time you will be late. Repeated tardiness will result in disciplinary action up to and including dismissal.

## BREAKS AND MEALS

Breaks and meal periods are scheduled by your supervisor based on the operating needs of the department, according to the following schedules:

<b>BREAKS ....</b>	
You may <b>not</b> combine 2 breaks to equal one, add breaks to a meal period, nor take breaks at the beginning or end of your work shift.	
Hours Worked	Length of Break
Under 3 ....	Not eligible
Over 3 ....	One 15 minute period for <u>each</u> 3 hours worked

<b>MEALS....</b>	
Length of meal periods when more than 6 hours are worked will be determined by your supervisor.	
Hours Worked	Length of Meal Period
Under 5 ....	Not eligible
5 - 6	One 30 minute period (optional)
6 - 8	One 30-60 minute period (required)
Over 8 ....	One 60 minute period (required)

You are paid for 15 minute breaks, but not paid for meal periods. Therefore, clock in and out for each meal period. You are required to take a meal if you work more than 6 hours. If eligible for two 15-minute breaks, they may not be combined to equal one 30-minute break, be added to a meal period, or taken at the end of your work shift. If you forget to clock in or out for your meal period, notify your Department or Student Supervisor.

## ◆ PERSONAL CONDUCT

### LOCKERS

All student employees must obtain a locker combination. Personal belongings and purchases must be secured in your locker before clocking in for work.

Due to the limited number of lockers, you will have to share your locker with one or two other employees from your Department. This is why it is essential that you do not give anyone your combination. Career employees may secure their personal possessions in their desks rather than in a locker. The Store reserves the right to inspect the contents of lockers and desks.

### UNIFORMS

The Employee Uniform package consists of 2 Polo shirts and a name badge. A complete uniform package is issued to all UCLA Store student employees.

#### Employee Uniform

Polo shirt and name badge must be worn at all times while working. Shirts may be worn underneath the employee polo shirt. Polo shirt must be clean with no tears, stains, or patches and worn tucked in. Complimentary attire includes full-length pants or shorts/skirts of appropriate length (that do not rise above mid-thigh when seated). Low-cut, sheer or otherwise revealing styles of clothing, including spandex leggings are not allowed. Overalls and Outerwear such as jackets and sweatshirts are permitted to be worn over the polo shirt as long as the name badge is visible. Outerwear should be UCLA emblematic. Hats may be worn as long as they are plain (solid color, no design) or UCLA emblematic. Attire that is obscene, vulgar or offensive to others is not permitted. Closed toe shoes are required. The name badge must be free of stickers.

In addition, employees are not permitted to wear attire of any type that is adorned with printed statements, buttons or pins unless issued by the department. Employees must be clean, neat and well

groomed.

#### Uniform Deposits>Returns

A \$25 uniform deposit will be deducted from your paycheck in order to insure care and return of these items. The full value of this deduction will be reimbursed on your final paycheck if the package is returned in good and clean condition upon the end of employment with the UCLA Store. Unclean uniforms will result in a cleaning deduction upon return.

#### Uniform Cleaning

It is your responsibility to launder your uniform as needed in order to maintain a professional appearance while at work. In the event the uniform becomes worn-out through normal wear, a replacement will be issued at no cost to you. If your uniform becomes damaged through negligence, it is your obligation to purchase a replacement.

#### Disciplinary Action

You must arrive for your assigned shift in proper uniform attire. Employees who report to work in violation of these guidelines will receive the following disciplinary action:

First occurrence may result in verbal warning; next occurrence may result in written warning; following occurrence may result in final warning; any occurrence following final warning may result in dismissal. In all occurrences employee may be sent home without pay.

### **STOCKROOM**

Employees are permitted only in their own Department's stockroom, unless directed by a Store Supervisor. When the stockroom is located off the sales floor area, at least two employees from each Department are required to gain access.

### **FLOOR CONDUCT**

Employees may not eat, drink, study, or read while on the sales floor or in the stockrooms. Employees must take breaks or lunches in a suitable resting area outside of the Store. Smoking is not allowed anywhere in or around the Store.

Employees may not use cell phones during work shifts. If carried on your person while at work, cell phones must be on silent mode. All personal listening devices are prohibited for use during your work shift. Devices may be carried on your person as long as they are in the off mode and headphones are not visible. Use of these devices is permissible during your scheduled breaks and lunches.

Visiting with fellow employees while on your break should be kept to a minimum as it distracts them from performing their assigned duties.

Employees may not sit down while operating a register unless they have received specific permission to do so from a Department Manager because of an injury which prohibits standing. Sitting while operating a register may result in increased cashiering errors.

Whenever the Store becomes particularly active in an area or if a special Store project needs completion, a Customer Service Manager may require your assistance in an area other than your own Department. Additionally, a Customer Service Manager may request the opening of an additional register. In both cases, every employee is expected to abide by these requests immediately.

## ◆ OTHER REGULATIONS

### STORE ACCESS

Employees are not permitted in the Store before the Opening Store Manager enters or after the Closing Store Manager exits. If your Department requires extra work periods, a Department Supervisor will contact the Store Manager one day before the additional hours are required to see if a special arrival or exit time can be arranged.

In the Ackerman Store, B-Level employees arriving to open the Store or exiting after the Store closes must do so through the employee exit located off Bruinwalk.

### EMPLOYEE DISCOUNT

As an ASUCLA employee, you are currently entitled to a 20% discount on the following items:

Art Supplies	Essentials Merchandise
Bearwear	Fast Track Merchandise
Campus Beautique	General Books
Computer Supplies	Electronics

There are no discounts on the following items:

- Bearwear:** Concessions Merchandise, Contest T-Shirt, Diploma Frames
- BookZone:** Discount Books (20% and 30% Titles), Magazines, BOS Orders, CDs and DVDs
- Campus Photo Studio:** Yearbooks, Yearbook and Portrait Sitings
- Computer Store:** Hardware and Software, Peripherals, Apple branded products
- Electronics:** Calculators, MP3 Players
- Graduation Etc.:** All Merchandise, Caps & Gowns
- Market:** Flowers, Confections, Food, Health, & Beauty Items, Household Supplies
- Outlying Stores:** Confections, Food, Health, & Beauty Items, Household Supplies, Lottery, Health Sciences Books, Dry Cleaning/Laundry Services, Embroidery Services, Computer Software, Medical & Dental Merchandise
- Other:** Consignment Merchandise, Gift Cards
- Textbooks:** Textbooks, UCLA Course Reader Solutions Titles

This discount privilege applies only to purchases you make for:

- Yourself.
- Your spouse.
- Dependents living in your household.
- Gifts from you to anyone you personally know.

You may not apply your employee discount to purchases you make for anyone from whom you will be reimbursed. Violations of Employee Discount policy/procedure will result in disciplinary action up to and including dismissal.

In order to receive your discount, present your BruinCard or Temporary Discount Card prior to the beginning of the transaction.

### PURCHASES

You may make purchases before and after work, or on breaks, but not while you are on duty. If you make a purchase while on a break, immediately place your purchase in your locker. Personal belongings are not permitted on the sales floor or in the stockrooms. You may not ring up your own purchase. Instead, when you wish to make a purchase from your own Department, another customer service representative must complete the transaction. The Store Manager/Loss Prevention agent reserves the right to check the package of an employee, which they carry out of the Store.

## **GENERAL SAFETY**

Every ASUCLA employee has an important role in safety and accident prevention, and is expected to cooperate fully with established safety measures. All employees should report unsafe conditions or procedures to your supervisor. Employees should only operate equipment on which they have been properly trained. Equipment may include box cutters (safety blade) and hand trucks (utility dolly). Use proper lifting techniques when lifting materials. Keep your back straight, bend at your knees, and lift with your legs. Only lift materials you can comfortably manage. Request assistance from co-workers for heavy objects.

## **ON THE JOB INJURIES**

Our goal is to provide a safe and accident free work environment. However, even under the safest of conditions unforeseen accidents may occur. If you become ill or are injured while at work, no matter how minor, immediately notify your Department Manager. Describe the nature of the injury, how it occurred, time, place, and other pertinent information.

Your Department Manager is well aware of these procedures and will assist you in every possible way. Human Resources, at ext. 57055, are also available to answer any questions you may have. Additionally, if you are aware of hazards to employees in your work area, please let a Department or Store Supervisor know of your concerns.

## **EMPLOYEE THEFT**

Any employee apprehended stealing UCLA Store property or merchandise will immediately be dismissed in addition to facing the disciplinary actions which adhere to all shoplifters. This pertains to items in storage areas and in other ASUCLA Divisions, as well as to merchandise within the Store. Purposely charging a lower price than listed or omitting an item, or making change for yourself are all additional grounds for disciplinary action up to and including immediate dismissal.

## **DISMISSABLE OFFENSES**

The following lists some examples of grounds for immediate dismissal (this list is not intended to be all inclusive):

1. Theft/dishonesty, including misappropriation of Association time, property, money, merchandise or product, and engaging in any illicit activity.
2. Use of verbal or physical violence or force.
3. Unauthorized destruction of Association property.
4. Unlawful discrimination or harassment.
5. Falsification of Association records or documents.
6. Insubordination.
7. Failure to comply with established policies and procedures.
8. Violations/misuse of employee discount and meal allowance programs.
9. Unlawful manufacture, distribution, dispensing, possession, use, purchase or sale of alcohol or of controlled substances in the work place or while engaged in ASUCLA business; use or abuse of substances, legal or illegal, in a manner that impairs performance.
10. Failing to notify your supervisor/manager when absent (unnotified absence and job abandonment).
11. Sleeping on the job.
12. Misrepresenting facts to your supervisors/managers.
13. Providing false testimony in the course of an investigation.
14. Bringing forth false or malicious complaints about others in the work place; failing to comply with an investigation into work place complaints.
15. Receiving an overall rating of "Needs Improvement" or "Unsatisfactory" on a performance evaluation.

## **CONDITIONS OF EMPLOYMENT**

ASUCLA retains the right to establish or modify compensation, benefits, working conditions, positions, duties, and other terms and conditions of employment with or without advance notice. This includes the right to impose discipline of whatever type and for whatever reasons that ASUCLA, at its sole discretion, determines to be appropriate.

Individuals who have been involuntarily separated from prior employment with ASUCLA due to unsatisfactory job performance and/or misconduct are not eligible for rehire at any time in the future.

Individuals who have been convicted of theft from ASUCLA or who have admitted to theft are not eligible for employment with ASUCLA at any time in the future.

# Customer Service

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## ◆ GENERAL INFORMATION

### CUSTOMER SERVICE STANDARDS

ASUCLA's Mission is "to provide innovative and excellent services, programs, products, and facilities for the entire UCLA community" The UCLA Store needs to ensure that we are offering the products and services our customers want, need, and value. Part of this is making sure we have the right systems in place. Examples include knowing what is in stock, what to replenish and to have a system to ring purchases quickly and accurately. Customer service standards are central to this effort.

Virtually all retailers depend, as we do, on front-line employees who work part-time and frequently move on to other areas. For this reason, it is critical that customer service standards be as simple and objective as possible. Customer service training is not a one-time event. It is an on-going effort, a consistent program of teaching the basic principles, reinforcing what has been taught, and evaluating employees according to the standards. Our standard is to exceed the expectations of every customer that comes into our store.

The cornerstone of UCLA Store's "Superior Customer Service" involves four important behaviors:

- **Smile**
- **Greet Every Customer**
- **Offer To Help**
- **Say Thank You**

A customer's first impression is a critical moment in their experience. Smile and make eye contact with customers. Verbally greet each customer. Customers want to be acknowledged and will feel welcomed with a greeting. Customers often want assistance. It is your job to provide information, give directions or respond to any questions our customers ask. Always demonstrate appreciation for the customer by saying "thank you" and making eye contact.

#### Superior Customer Service Award Program

To reinforce the service message, and to add some immediacy to the evaluation aspect, we have an award program based on these standards. Any career employee may nominate any student employee who demonstrates all four principles while serving a customer. Letters from customers, which reflect favorably on any employee's customer service, will also be considered as a nomination. Award winners will receive a \$5 credit on their Bruin Card.

#### Spot Award Program

The Student Spot Award Program is designed to recognize outstanding performance by student employees beyond the requirements of their respective positions. Award winners will receive a \$25 credit on their Bruin Card. The award is credited to the student's Bruin Card. Any professional employee may nominate a student who demonstrates outstanding performance.

#### Exceptional Performance Awards

Exceptional Student Performance Awards recognize students who have contributed to the Association's mission and have been identified as exceptional employees by their supervisors during the performance review process. Nominees must receive an "Outstanding" performance appraisal, provide some special contribution or major project, and show exceptional commitment, leadership, and support in order to receive the awards. Nominees receive a \$100 bonus in the form of a check.

## CHALLENGING CUSTOMERS

Whenever you encounter a challenging customer, be sure to adhere to the following nine-step method for handling customer complaints.

- Listen Without Interruption  
Regardless of how hostile, abusive and upset the customer might be, you must listen fully to the complaint without interrupting.  
*Ex: "Mr. Trojan, I can see you are upset, and I would like to help with the problem."*
- Don't Get Defensive  
Avoid getting defensive and starting an argument. Your self-control will help minimize your customer's negative reaction.  
*Ex: Do not say, "I have to follow policy, Mr. Trojan so I can't do anything else for you."*
- Use a "Sad but Glad" Statement  
Use a statement like, "I'm sorry there is a problem, but I'm glad you're bringing it to my attention." Don't immediately accept liability for the problem but do show empathy.  
*Ex: "Mr. Trojan, I'm sorry. I see there seems to be a problem and you are upset about the way we've handled your situation. However, I appreciate that you are willing to give us another chance."*
- Express Empathy  
Show you understand the customer's feelings. This helps to further calm the customer and makes them much more willing to accept the solution you offer.  
*Ex: "I can understand that you are disappointed and upset that you have to write a new check, but we cannot accept checks written out to 'U.C. Regents'."*
- Ask Questions to Understand the Problem  
Once the customer has calmed down, you may discover the information they now give you will be slightly different from what they gave before. So you need to summarize what information you have obtained so far and ask questions to get more information.  
*Ex: "To make sure I understand the problem fully, may I ask you a few questions?"  
"When you came in the first time..."*
- Find Out What They Want  
Ask the customer what they want you to do, or what they want to have happen regarding their complaint. Confirm your understanding.  
*Ex: "Let me be sure I have all the facts, okay Mr. Trojan?"*
- Explain What You Can and Cannot Do  
If you cannot do what the customer wants, then fully discuss alternatives. Ask if one of the alternatives would be acceptable to the customer. If none of the alternatives are acceptable, refer the customer's problem to your supervisor or manager. Clearly explain the situation to your manager so the customer does not have to explain the story again.  
*Ex: "Although I cannot take your check without proper ID, if you have an ATM card, you could get cash at the ATM upstairs. We will hold your purchase for you at the register so that you don't have to wait in line again."*
- Take Action  
Once something has been agreed upon, take action and promptly implement the agreed upon solution. If there are any delays to the solution, notify your customer and explain a new course of action.
- Follow Up to Ensure Customer Satisfaction  
After the complaint has been resolved, try to follow up and contact the customer to make sure the solution was satisfactory. Take the opportunity to thank the customer for raising the issue.  
*Ex: "Have we helped you find the item you were looking for? Thank you for bringing it to my*

*attention."*

If you are still unable to deal with a customer in a courteous manner, refer that customer to a Student Supervisor. Always direct the customer to a Student Supervisor or Department Manager before you lose your composure.

### **LOST AND FOUND PROCEDURES**

Whenever you find an unclaimed item that was lost in the Store, immediately turn it in to the Store's Lost and Found office. The phone number for Campus Lost and Found (UCPD) is (310) 825-1227. The web address is [www.lostandfound.ucla.edu](http://www.lostandfound.ucla.edu)

### **MAIL ORDER**

Many items sold in the Store are also available through Mail Order. The most common items include:

- Bearwear Merchandise
- General Books
- School and Arts Supplies

These items may be ordered using specially marked order forms, by direct letter, phone, the Internet, or on demand.

Customers are charged for postage plus a minimal handling fee to offset additional supplies and time required to process orders. There is no tax applied to orders shipped outside of California.

Mail order questions about textbooks can be directed to Textbook Buyback at ext. 60784. General Book inquiries can be directed to BookZone at ext. 60788. Bearwear mail order inquiries should be directed to ext. 68051 or 1(800) UCLA RAH. School supply inquiries can be directed to Essentials at ext. 60820

# Loss Prevention

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## ◆ GENERAL INFORMATION

Loss Prevention is one of the most critical elements of every Store employee's responsibilities. Only with your active assistance can the Store minimize losses, i.e. shrinkage. Shrinkage is a word that is familiar to most retail and food service settings. It simply means "loss". In an atmosphere such as ours, it is often divided into 2 categories: "internal" and "external". Internal shrinkage results from such things as pricing errors, inventory/receiving errors, and employee theft. External shrinkage is responsible for the remaining 30% - 40% of losses and results from such things as credit card fraud, check fraud, and shoplifting.

You are expected to help minimize losses by carefully processing all inventory paperwork, adhering to all Store cash handling procedures, following employee discount procedures, and assisting in the prevention of theft. This section expands upon each of these actions as well as explains what to do during robbery attempts.

### THEFT

Theft, both internal and external, comprises the largest segment of shrinkage loss. Therefore we address this topic in some detail below, explaining security policies and emphasizing your role in preventing theft. One point that will become clear throughout this section is the Store's firmness in dealing with both customers and employees who are apprehended for shoplifting. The UCLA Store will vigorously prosecute all offenders.

### SHOPLIFTERS

A very important part of your job is the identification and deterrence of shoplifting. Being alert and providing effective customer service is the best way to deter a possible shoplifter. Every employee is responsible for protecting UCLA Store property.

## ◆ AWARENESS AND APPREHENSION

### DIVERTING SHOPLIFTERS

Although the Loss Prevention staff plays a vital role in deterring theft, their effect is limited without your assistance. There are a number of actions you may take to help prevent shoplifting.

1. Provide the best customer service possible. This is the most effective theft deterrent. You can show that you are alert by doing the following:
  - a. Acknowledge every customer. If you are busy with one customer, tell the others that you will be with them in a moment. Potential shoplifters do not want to be noticed. If they feel they are being observed, they are less likely to attempt anything.
  - b. Let the customer know that you are there for their assistance.
  - c. Assist customers by offering to hold their purchase in a courteous manner such as, "Would you like to pay for that item now?" or "Would you like for me to hold your purchase for you while you shop?"
  - d. Give the quickest service possible. Wait on the customer at your first available moment. Do not delay in responding to their requests. Many people apprehended in the past have blamed their actions on inadequate or slow service.
2. Stock merchandise neatly. Neat stock displays make a missing item more obvious. Also, a person is less likely to steal from an orderly display.
3. Question anyone you find in a stock area without a name badge or uniform. These areas are for employees only and anyone else must have a satisfactory reason for being there. Uniformed employees who are not from your Department should also be questioned as to the reason for their presence in your Department's stock area.
4. Close and lock all stockroom doors upon exiting. This prevents access by unauthorized people.
5. Tightly secure all merchandise before moving it, between both your sales floor and stockroom. This prevents people from removing items without your knowledge as you transport them. Make several trips if necessary to minimize the theft opportunity.
6. Report to a Department Supervisor any merchandise either noticeably missing or replaced either on the sales floor or in the stockroom. There is little chance of preventing all theft, but presenting

obvious discrepancies to your Department Supervisor may prevent future losses due to increased security measures.

7. Be aware of the most frequently stolen articles such as:
  - a. candy/snacks
  - b. sunglasses
  - c. books
  - d. t-shirts
  - e. pens/pencils
  - f. shoes
  - g. gym shorts

### **CONTACTING LOSS PREVENTION**

If you need assistance in a specific area of the Store, contact the Store Manager's Office at ext. 56064. The employee in the SMO will then page security to your specific Department. If security is needed in Lu Valle Commons, Health Sciences Store, Hilltop Shop, or the North Campus Store, call security at ext. 60757.

### **PAPERWORK ERRORS**

Losses may occur when employees are careless in the processing of inventory paperwork. To prevent these errors, always adhere to the following:

1. Recount the specified amount of merchandise already counted by Central Receiving (or your Department's receiving) to ensure accuracy.
2. Verify that the price tags/labels placed on the merchandise are accurate.
3. Sign only for the merchandise you are personally removing from Central Receiving.
4. Return any found pricing instruments to Central Receiving (or your Department's Receiving Manager) immediately.
5. Verify the accuracy of all Internal or Commercial Charges you create.
6. Verify the accuracy of all Returns you process.
7. Do not destroy or dispose of any merchandise without management approval.

### **CASH HANDLING ERRORS**

This element of shrinkage involves errors performed while operating a register. These include:

1. Entering the wrong department, class or PLU code.
2. Entering the wrong price for an item.
3. Failing to include an item in a purchase.
4. Giving a person a discount for damaged goods without creating a Price Change Report approved by a Department Manager.
5. Failing to perform Voids for inaccurate entries.
6. Failing to verify the price of an unmarked item.
7. Failing to recognize wrongly tagged/priced merchandise.

These errors can be avoided through careful and complete compliance with the policies and procedures detailed in the Cash Handling section of this Handbook.

### **CREDIT CARD CONFISCATION**

On rare occasions, you may be required to confiscate bankcards as per the request of the Credit Card Authorization Center. If the Credit Card Authorization Center requests for the card to be confiscated, call for a Department Manager for further assistance.

## ARMED ROBBERY

Experience has shown that the chance of an armed robbery occurring on campus is very slim. However, should such an unfortunate incident occur, carefully follow these procedures:

1. Do not resist. Cooperate. Remain calm. Do not make any movements, which the robber may perceive to be threatening.
2. If your register is equipped with a silent alarm, i.e. panic button, do not activate it until the robber has left the area and you are completely safe from personal danger.
3. If you are asked to help - such as handing over the currency - move slowly and only as directed. Do not volunteer information about other forms of payment or the location of the Store vault.
4. Carefully observe all physical characteristics of the robber, so they can later be described to the authorities.
5. After the robber has left, activate an alarm if available. Notify a Department Manager or Customer Service Manager. Wait for their assistance before leaving the area.

Panic buttons, which appear as metal boxes with a white, rectangular activation switch, are strategically located within each department. Typically they are mounted beneath the register counter. To activate the alarm, press the white button. Once the alarm has been activated, the police will be alerted, and will respond immediately. **THE PANIC ALARMS ARE TO BE USED ONLY IN THE EVENT OF AN ARMED ROBBERY.** Ensure that you know where the panic buttons are located within your department. Contact a supervisor or manager for clarification.

In summary, cooperate fully with the robbers. Try to remember as many details about what occurred. Never do anything to put your self in danger. Contact security only after the robbers have left the area.

## TILL TAPPING

Till-tappers usually work in teams of two or three. Typically they operate by drawing the attention of the cashier away from the register while another removes ("taps") money from the open register drawer ("till"). The person taking the money is usually gone before the cashier ever noticed their presence.

The best way to prevent "till tapping" is to close your register drawer whenever you direct your attention elsewhere. To further reduce the incentive for "till-tappers", all fifty and hundred dollar bills are required to be placed beneath the cash register drawer.

If you notice a person or several people remaining in the register area for an extended time, contact Loss Prevention or notify a Department or Student Supervisor.

## PERSONAL LOSS

In the event that either an employee or customer should experience a personal loss (i.e., purse snatching or pick pocketing) while shopping at the UCLA Store, direct or accompany the individual to the Store Manager's Office who will contact security immediately. Loss Prevention will then handle the situation.

## COUNTERFEITING

There are several security features that can be used to identify counterfeit bills.

1. Look at the numeral in the lower right hand corner on the face of the bill, depicting the note's denomination. The **color-shifting ink** changes from copper to green when you tilt the note.
2. Hold the bill up to the light and look for the **watermark**, or faint image, similar to the large portraits on the bills. The watermark is part of the paper itself and can be seen from both sides of the note.
3. Hold the bill up to the light and look for the **security thread** running vertically through the note. If you look closely, you can see the words "USA TEN" printed on the \$10 note, "USA TWENTY" printed on the \$20 note thread, and "USA 50" printed on the \$50 note thread. The security thread is visible from both sides of the note.
4. Use the counterfeit pen provided at each register area that should be used on \$50 and \$100 bills. Mark across the front side of the bill in an unprinted area. If the bill is counterfeit, the ink will turn black or dark brown.

If you receive a suspicious bill, delay the customer if possible. Contact a Department Manager or the Loss Prevention department at ext. 60757.

The following will aid you in determining if a bill is counterfeit or not:

	<b>Genuine</b>	<b>Counterfeit</b>
<b>Portrait</b>	Appears lifelike and stands out distinctly from the background	Appears lifeless, background too dark, merges into background
<b>Federal Reserve and Treasury Seals</b>	Saw-toothed points are even, clear, and sharp	Saw-toothed points are uneven, blunt, and broken off
<b>Paper</b>	Tiny red and blue fibers embedded throughout.	Lines are printed on the surface, not embedded in the paper.
<b>Serial Numbers</b>	Numbers are evenly spaced, have a distinct font, and are properly aligned.	Numbers may be in the wrong color and not aligned
<b>Border</b>	Lines are clear, distinct, and unbroken	Lines that criss-cross, are not clear, or distinct

# Cashiering Procedures

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## ◆ GENERAL INFORMATION

### CASHIERING POLICIES AND PROCEDURES

This section of the handbook details the basic Storewide cashiering policies and procedures. Every statement within applies to all UCLA Store cash register operators, unless otherwise indicated. Your Department Manager will provide any specific additions in writing.

### CASHIER TRAINING PROGRAM

Before being allowed to operate a register, all customer service representatives must be assigned a unique cashier identification number. Any unauthorized use of a cashier ID other than your own may result in corrective action.

The Cashier Training Program consists of the following:

1. Train for a minimum of six hours on a register within your Department under the direct supervision of a qualified customer service representative.
2. Take written exams and oral exams administered by your own Department.

Your understanding of this material is vital to your success as a UCLA Store Employee. Cash handling carries with it a very high responsibility on your part to follow written policies and procedures.

### AUDITS

To assure adherence to the following policies, the Store continually audits cash handling activities during and after the sales date.

### REGISTER MESSAGES

The registers in the Store have been programmed to enforce many of the procedures listed in this Handbook. They also assist the cashier in executing a variety of transaction types and indicate when an error has occurred.

## ◆ BASIC REGISTER OPERATION

### OPENING A REGISTER

#### AT THE VAULT

Obtain your assigned register's Opening Fund, Closing Deposit Bag, and three Plastic Document Bags from the Store Manager's Office (or the store vault for outlying stores). You may only check out an Opening Change Fund if you are a fully trained customer service representative. Print your last name, your Department Initials, and indicate the time at which you are checking out the bag in the "Opening Fund Bag" section of the Fund Bag Control Sheet followed by your initials.

#### AT THE REGISTER

1. Open the register drawer by entering your 9-digit cashier ID number and pressing ENTER.
2. At the message, "This register has been closed and Z'ed. Would you like to re-open the register using a new drawer?" select Y = yes and press ENTER. Place the opening receipt inside a plastic documents bag and place it on top of the register. This bag will hold all opening and closing paperwork.
3. Remove the money and the Opening Form indicating the opening amounts from the Opening Fund Bag. Count the money and write your initials on the "Rec'd By" section of the form.
  - a. If the amount in the fund bag does not match what is indicated on the Opening form, notify the Store Manager immediately. MCO should be notified by the Store Manager the same day.
4. Place all the money into the register till.
5. Place the Opening form underneath the register till.
6. Secure the bank deposit bag and plastic document bags within the register area.

## SUMMARY

### Summary of Procedures for Opening a Register

1. Obtain the Opening Fund Bag, a Closing Deposit Bag, Plastic Document bags, from the Store Vault.
2. Open the register drawer.
3. Count the money and place it in the register, verifying the amounts indicated Opening form.
4. Place your initials next to "Rec'd By" on the opening form.
5. Place the opening receipt inside the opening/closing plastic documents bag on the register.

## **OPERATING A REGISTER**

1. Enter your 9-digit cashier ID number when the register prompts "CASHIER ID".
2. Scan each item separately, even when items appear the same.
3. Scannable. Scan the bar code or price tag and verify that the information on the tag matches the register information. If there is a discrepancy, notify a Student Supervisor.
4. Non-Scannable. First scan the merchandise. When prompted "Do you want to input Dept./Class (Y/N)?," type **Y**. Type in the Dept./Class and press **ENTER**. Next, type in the price.
5. Once all merchandise has been scanned, ask the customer if they would like a bag for their purchases. If yes, let the customer know the cost of each bag is \$0.10. Scan the BAG SKU or press the BAG preset on the register. Press **TOTAL**.
6. Enter the Tender Amount and press **ENTER** (if the tender amount is the same as the amount of the sale, you can press **ENTER** without typing the tender amount).
7. Enter the Tender Type: Select 1-21 and press **ENTER**.
  1. Cash
  2. Check
  3. Bankcard
  4. Gift Certificate
  5. MOC Issued
  6. Customer Charges
  7. Deposit
  8. BAR
  9. BAR Diff
  10. MOC redeemed
  11. Bruin Card
  12. Gift Card
  21. B&P Reward Card

## BAGGING THE MERCHANDISE

Select the appropriate size and strength bag for the purchase. Hand the sales receipt directly to the customer. The sales receipt acts as the proof of purchase for returns and for security reasons. If the customer does not want their sales receipt, tear it in half and throw it away.

## SUMMARY

### Summary of Operating a Register

1. Scan each item of merchandise separately into the register.
2. Press **TOTAL**.
3. Enter the appropriate tender amount and tender type for the form of payment.
4. Place the merchandise into a bag and hand the customer the receipt.

## **CLOSING A REGISTER**

1. Obtain Closing Deposit Bag and three or four Plastic Documents Bags, depending if customer charges were processed.
2. Have the Supervisor generate an X-Report.
3. Count and match the number of checks to those listed on the X-Report.
4. Separate and place all MOCs, Gift Cards, B+P Cards, and Gift Certificates in a Plastic Document Bag.
5. Place the bankcard slips and coupons (if applicable) in a separate Plastic Document Bag.
6. Place the customer charge forms in a separate Plastic Document Bag.
7. Log into the Closing Counts Screen. Select **N** (New Transaction), **L** (Closing Counts).
8. Place the currency, coin, checks, and the opening fund form (under the register till) into the Closing

- Deposit Bag. Seal the bag.
9. Place closing counts receipt and all closing register reports into the Opening/Closing Plastic Document Bag.
  10. Transport the Closing Deposit bag and the plastic document bags to the Store Vault.

Payment types and forms are separated and distributed in the following manner:

	Plastic Documents Bag(s)	Closing Deposit Bag
1	CEV's, MOC's, Gift Cards, Blood and Platelet Cards, and Gift Certificates	Opening Form Coin and Currency Checks
2	Bankcard Drafts, Coupons, Deposits, and Employee Discount Slips.	
3	IPV's, Void Immediate slips, No Sale Receipts, Opening Register Receipt, Closing Counts, X-Report	
4	Customer Charges	
5	Mail Check Refund Forms	

#### AT THE VAULT

1. Print your last name, sign your dept initials, your initials and indicate the time at which you are turning in the bag under "Closing Deposit Bag" section of the Fund Bag Control Sheet.
2. Remain in the vault area until the Vault Custodian initials the designated column of the Fund Bag Control Sheet. Only when the Vault Custodian initials the Fund Bag Control Sheet does the responsibility for the Deposit Bag transfer. Never leave Deposit Bags unattended or with another employee at the Vault area. Remain with the Deposit Bag until the Vault Custodian assumes responsibility.
3. Before leaving the register for the day, check to see if the area around the register is clean and orderly. Ask your Department or Student Supervisor if anything else needs to be done before your departure.

#### SUMMARY

##### Summary of Closing Register Procedures

1. Have a supervisor generate an "X" report.
2. Match up paper documents with the totals on the "X" report. Place all non-currency documents (i.e. MOC's, Gift Cards, etc.) in a Plastic Documents Bag and all the bankcard drafts in a separate Plastic Documents Bag.
3. Perform the closing counts function on the register and place it in the Opening/Closing plastic documents bag.
4. Place currency, coin, checks, and opening fund form in the Closing Deposit Bag and seal.
5. Transport the Deposit Bag to the Store Vault.
6. Sign the Fund Bag Control Sheet.
7. Wait for the Vault Custodian to sign the Fund Bag Control Sheet before leaving.

#### **REGISTER PRESET KEYS**

There are several cashiering functions that are frequently used. They have a pre-set key on the register, which allows for quick execution of these functions without having to access a register menu.

##### Backspace

Use the **BACKSPACE** key to delete single character entries.

##### Backup

Allows you to move back one step in your transaction to correct any mistakes. E.g., if you total the sale and need to add merchandise, press the **BKUP** key to return to the "Enter Product ID" prompt.

##### Special Discounts

The store offers various discount programs to a variety of customer groups. Select the appropriate **SP** key based on the discount percentage. **SP** presets include 10%, 15%, 20%, and a variable discount (**SP 0**). Special discounts take the designated percentage off all discountable items within a transaction. The discount can be selected at any point during the transaction.

##### Employee Discount

Use the **EMP** key to process employee discount transactions. After completing the transaction, an

additional slip will be generated for the employee to sign. This slip contains the discount given.

#### Item Reverse

In order to delete an item from a transaction, press the **REV** key and scan the merchandise to be removed. This works for any item in a transaction at any point in the sale.

#### Last Item Void

To remove the very last item scanned, press the **LAST** key. At the prompt, "Do you wish to correct the previous line item?" Select Y = yes or N = no.

#### Void Immediate

To void a sale prior to completing a transaction, press the **VOID** key. Place the voided receipt in the Opening/Closing plastic documents bag. If part of the transaction has been processed (split tender) before the VOID key has been pressed, an AUTO POST VOID receipt will print and should be attached to the original receipt before placing in the Opening/Closing plastic documents bag.

Reasons for voiding a transaction:

- a. The customer has changed their mind about a purchase.
- b. The customer fails to produce sufficient funds for payment.
- c. The register malfunctions.

#### Price Look-Up

To check the price of an item, press the **LKUP** key. Scan the item. At the register prompt "Add the item to the transaction," select Y = yes or N = No.

#### Multiple Quantities

When a customer is purchasing multiple quantities of same merchandise (the SKU must be identical), press the **QTY** key. Enter the product quantity and press **ENTER**. Scan the merchandise.

The merchandise will ring in at the extended price. Items of different color or size have different SKUs and must be rung individually.

#### Endorsement

For endorsing items other than routine payment types, use this feature. Press the **EDRS** key. At the register prompt, "Specify endorsement type: (S)hort or (L)ong," select the type of endorsement needed. The short endorsement reprints primarily the total dollar amount of the transaction and the sales date and time. The long endorsement reprints the full transaction detail.

#### Exchange

This feature is used for ringing up merchandise returns when additional items are also being purchased. Press the **EXCH** key to begin the transaction

#### Price Over-ride.

This feature should only be used when there is a discrepancy between the tag price and the register price on a regular priced item. To override the price, press **POVR** and scan the item. Enter the correct price for the merchandise. Confirm all price overrides with an SCS or manager.

#### Promo Over-Ride

The most frequent use of the **PRMO** key is in conjunction with processing regularly priced items, which are currently at a promotional price. On occasion, both Price Over-Ride and Promo Over-Ride keys are used together in order to over-ride temporary markdowns. **POVR** must be pressed first, followed by **PRMO**. Ensure that the register screen indicates both features have been activated.

## **REGISTER FEATURES**

#### Gift Receipt

To print a gift receipt for a customer, select **N**, **ENTER**, **Y** (Gift Receipt) immediately after the customer's sale transaction is completed. Hand customer original and gift receipt. Repeat procedure if customer requests multiple receipts.

#### Subtotal

To subtotal, type **S** and press **ENTER** at the Enter Product ID prompt. The subtotal information includes the merchandise count and the total dollar amount, including tax.

#### Previous Screen

In a large transaction, to view items that are no longer visible on the screen, type **O** and press **ENTER** at the Enter Product ID prompt. To continue with the transaction, press **ENTER**.

#### Repaint Screen

If the register screen becomes distorted, attempt to correct this by typing **N**, **ENTER**, and **Z**.

#### Training Mode

This feature is accessible to supervisors in order to utilize the register in a non-active mode for training purposes. Transactions rung in Training Mode are not recorded to the permanent file.

#### Close/Exit Register

This is a feature used by Supervisors and Managers.

## ◆ PAYMENTS

### CASH

#### GENERAL POLICIES

The UCLA Store accepts all denominations of United States currency.

Place all \$2, \$50, and \$100 bills beneath the register till. This reduces the potential for becoming a target for till-tappers. Be sure to close the register drawer when it is not in use. You can always re-open it if needed. If a customer leaves without their change, immediately attempt to attract the customer's attention. If necessary, have another employee pursue the customer. If the customer cannot be reached, notify a Supervisor immediately. In the event that a customer claims that they were "short-changed," direct the customer to Customer Service or to a designated Store Manager for assistance.

#### PROCEDURES

Verify the amount of cash the customer is using towards their purchase. Use the counterfeit pen provided at each register area on \$50 and \$100 bills. Mark across the front side of the bill in an unprinted area. If the bill is counterfeit, the ink will turn black or dark brown.

On the register:

1. Type the amount of cash given by the customer.
2. Enter "1" for cash.
3. The register will calculate the change due to the customer. Be sure to provide the receipt and correct change to the customer. Verbally count out the change to the customer to prevent any errors.

### CHECK

#### GENERAL POLICIES

Checks should be made payable to the UCLA Store. Checks must be drawn on a California bank and must be imprinted with the customer's name and address. Checks will not be accepted for greater than the total amount of the purchase. All exceptions are noted under "Other Checks."

Checks made to UC Regents are not acceptable. Alterations cannot be made to the payee section.

#### CHECK ACCEPTANCE LEVELS

1. All areas (with the exception of Dental Kits and Computer Store merchandise)

Full-time Customer Service Supervisor	up to \$500
Customer Service Manager	up to \$1000
General Managers and Directors on exception basis	over \$1000
2. Computer Store
  - a. Personal checks are accepted up to \$1000 following the approval levels stated above. On an exception basis, with appropriate criteria, personal checks over \$1,000 may be accepted by the Computer Store Customer Service Manager, Buyer, or Computer Store Manager.
  - b. Cashier's checks may be accepted as follows:

Full-time Customer Service Supervisor	up to \$10,000
Customer Service Manager	up to \$10,000
  - c. If a cashier's check is greater than the amount of purchase, a cash refund may be given up to \$150. Refunds greater than \$150 will be issued in the form of a MOC. At time of issuance, the customer may decide to accept the MOC or wait 10-14 business days for the MOC to be converted to a check.
3. Dental Kits
  - a. Purchases by UCLA students are made per contacts arranged through ASUCLA Finance. With ASUCLA Finance approval, personal checks are accepted above the stated levels in the exact amount of purchase.
  - b. Purchases by students enrolled in other institutions will be handled as agreed upon with the sponsoring institution.

## IDENTIFICATION REQUIREMENTS

Proper identification must be shown for all checks.

1. UCLA Students are required to show their current and valid UCLA BruinCard.
2. ASUCLA Professional Staff are required to show a current ASUCLA Staff BruinCard.
3. UCLA Faculty, Staff and Academic are required to show a current faculty/staff/academic BruinCard.

\*NOTE: We do not accept UCLA Affiliate BruinCard (no photo), California Drivers' License/Identification cards, Out of State Identification/Driver's License, UCLA Extension ID's or passports as valid form of Identification for checks.

## OTHER CHECKS

1. Traveler's Checks *requires MGR approval*  
These must be identified as U.S. Dollars and made payable to the UCLA Store. The customer must counter-sign the check in our presence. No ID is required. Give change in cash.
2. Parent's Checks *requires MGR approval*  
UCLA students may present a parent's check made payable to the UCLA Store. Students must print their name on the check, show a valid UCLA BruinCard and counter sign the check. Standard check verification procedures apply.
3. Non-Imprinted Checks *requires MGR approval*  
UCLA students may present a non-imprinted California check. Students must show a valid UCLA BruinCard and print their current name, address, and phone number on the check. Non-imprinted checks are not accepted from non-students.
4. Out-of-State Checks *requires MGR approval*  
Out-of-State checks are drawn on a non-California bank. These checks are accepted in Mail-order and for full time UCLA Students with a UCLA BruinCard. Out-of-State checks must be imprinted with the customer's name and address.
5. Department of Rehabilitation Checks *requires MGR approval*  
These checks require a purchase and the approval of a Career Supervisor or Manager. No cash or credit back. Conditions on the check must be observed. At the point of purchase, Manager should select X, followed by DRehab (city name).
6. Cashier's Checks *requires MGR approval*  
These checks are issued and guaranteed by a bank. Cashier's checks are only accepted in the Computer Store. If a cashier's check is greater than the amount of purchase, a cash refund may be given up to \$150
7. Money Orders *mail-order only*  
These checks are accepted via mail-order only. Acceptable money orders must be from an established financial institution or from the US Postal Service and be noted in US Dollars.

## CHECKS NOT ACCEPTED IN-STORE

1. Business checks
2. UCLA Emergency Loan checks
3. Financial Institution checks
4. Financial Aid checks
5. Two-party checks
6. Money orders
7. Paychecks

## ON THE CHECK

1. Ensure the check is pre-printed with the customer's name, address and phone number (including area code). Small changes on a check must be accompanied by the customer's initials.
2. Be sure to print the customer's 9 digit BruinCard number in the top portion of the check.
3. Request a current address and phone number.
4. Print the name of the customer at the top of the check if it is not pre-printed or a parent's check.
5. Record your department number and initials near the bank information.
6. Obtain a Manager approval for the check.

## ON THE REGISTER

1. Enter the amount of the check, or press ENTER if it is for the full amount of the purchase.

2. Select Tender Type "2" = Check.
3. Enter the identification number of the customer. If it is a traveler's check, enter 000+ three digit dept number (i.e. 000182).
4. Validate the "trailing edge" (1.5 inches from the left) of the check. To properly validate the check, turn the check upside down with the trailing edge away from you and slide the check under the imprinter. The green light should come on followed by a click, which indicates the check has been locked in place. After the imprinter has released the check, remove the check and press **ENTER**.
5. Place the check in the paper documents drawer beneath the register.
6. Give the customer the register receipt.

#### CUSTOMER ON BAD CHECK LIST:

If a register message displays "Customer on Bad Check List. Do \*\*\* NOT \*\*\* accept check", this could indicate that the customer has written a check that has been returned by the bank or payment has been defaulted. The UCLA Store has the right to refuse checks from any customer according to established policies and guidelines. If check writing privileges have been suspended, checks of any kind will not be accepted from the customer until the matter is resolved with the Credits and Collections department.

1. Contact the Store Manager's Office, ext. 56064 or ask for assistance from a Store Manager to determine the current status of the customer's check writing status. They will need the customer's name and identification number for confirmation.
2. Follow the instructions given by the Store Manager's Office staff. If advised to over-ride the register message and accept the check, obtain an authorization number from a Supervisor or Department Manager and enter this into the register. If there is an outstanding balance, the customer may either contact the Credits and Collections department at extension 48871 or see the staff at Customer Service on B-Level Ackerman.
3. Ask for another form of payment if the check matter cannot be resolved immediately.

#### **BANKCARD**

The UCLA Store accepts VISA, MasterCard, Discover, and American Express. Foreign bankcards, which indicate their affiliation with VISA, are also acceptable (i.e. Carte Bleu). These cards resemble VISA cards in appearance with the foreign name substituted for VISA. Also accepted are ATM Cards with the VISA or MasterCard logo. A customer may use a family member's card provided that their last names match.

There is no minimum purchase to use a bankcard in the store. Discover requires a \$1 minimum purchase to use their card.

#### PURCHASES UNDER \$25

1. Enter the amount of purchase, or press ENTER if exact amount.
2. Select Tender Type "3" = Bankcard.
3. Swipe the card through the register with the magnetic strip facing you and return the card to the customer.
4. Press ENTER when prompted by the register to continue.
5. Give the customer the register receipt.

#### PURCHASES OVER \$25

1. Enter the amount of purchase, or press ENTER if exact amount.
2. Select Tender Type "3" = Bankcard.
3. Swipe the card through the register with the magnetic strip facing you.
4. Press ENTER when prompted by the register to continue.
5. Have the customer sign the bankcard receipt on the signature line.
6. Verify customers' signature or ID. Ask for identification only if the following conditions exist:
  - a. The card is not signed.
  - b. The signature on the back does not match the signature on the receipt
  - c. Authorization center instructs you to do so.
  - d. The customer has listed "See ID" where the signature is listed.
7. Give the customer the register receipt and return the bankcard to the customer.
8. Place the signed copy of the bankcard receipt in the appropriate location of the Paper Documents Drawer.

### UNREADABLE MAGNETIC STRIP

1. Press "3" as the form of payment.
2. Enter the amount of the purchase.
3. Manually enter the bankcard account number and four digit expiration date.

### CALL CARD ISSUER

1. Call the customer service number on the back of the customer's card when instructed by the register prompt "Call Card Issuer".
2. Follow instructions from the Issuing Bank.
3. To enter an authorization number, press back-up in the transaction to the total screen and re-enter the dollar amount of the transaction.
4. Manually enter the credit card number, followed by the pipe symbol "|" on the keyboard and the authorization number given by the call center. Press enter.
5. Enter the four digit expiration date on the bankcard.

### OFFLINE PROCEDURES

When a bankcard does not go through and the register times out, notify a Supervisor or Manager immediately. When instructed to use offline procedures, adhere to the following:

1. Enter "999999" at the prompt to "Enter Authorization Code" for transactions under \$150.00.
2. For transactions over \$150.00 call for Authorization code and enter code given.

### UCLA PROCUREMENT CARD

The Procard program is a MasterCard that employees of the University may use to purchase low value items for University business. The person whose name appears on the front of the card is the only person authorized to use the card. The card is clearly identified as a UCLA Purchasing Card with the UCLA Logo and department name. Customer's using the ProCard should be given a 10% discount for departmental purchases. The customer does not need any additional paperwork (LVO, Purchase Order) to receive the discount.

### **BRUINCARD**

A current BruinCard can be used to purchase merchandise at any store location and at any register. To open an "easy pay" account on a BruinCard, direct customers to the BruinCard Office in Kerckhoff 123.

Verify that the customer's picture on the front of the card is a match to the individual making the purchase. If the customer presenting the card is not the individual pictured, politely inform the customer we cannot accept the card as payment.

### PROCEDURES

1. Match the customer's picture on the card to the individual making the purchase.
2. Enter the amount of purchase.
3. Select Tender Type "11" = BruinCard.
4. Swipe the BruinCard through the register with the magnetic stripe facing you.

### INSUFFICIENT FUNDS

If a BruinCard does not have the necessary funds to complete a transaction, the following message will appear, "Declined: Insufficient funds." Ask the customer for alternate payment.

### BALANCE INQUIRY

1. To find out the amount remaining on a BruinCard, Press Total at Enter Product Id prompt.
2. Select 11 for BruinCard tender and swipe the BruinCard through the register with the magnetic strip facing you. The customers balance is printed on the customer's receipt.

### OFFLINE PROCEDURES

When a BruinCard transaction does not go through, the following register message appears: Harco Authorization Unavailable. Notify a Supervisor or Manager immediately.

1. Press BKUP and swipe the card a second time for transaction under \$150.00
2. If the message persists, inform the customer that the BruinCard system is temporarily offline.

3. Ask for another form of payment.

## **GIFT CARD**

Gift Cards are available for purchase at all UCLA Store locations. A gift card may be used towards a purchase of any item within the UCLA Store. A unique gift card (The Book Card) is only issued in the Textbook department but may be redeemed at any UCLA Store location. Customers may purchase UCLA Store Gift Cards for any dollar amount of \$5 or greater at any register. The value on the card will not be replaced if the card is lost, stolen, or destroyed. Gift Cards cannot be redeemed for cash amounts over \$10. Gift Card purchases are non-refundable.

The following restrictions apply for accepted methods of payment for gift cards:

- Maximum \$150 for personal checks
- Maximum \$1000 for Bankcards with proper authorization
- Maximum \$2500 for customer charges when accompanied by proper paperwork

## PROCEDURES

1. Issuing/Selling Gift Cards
  - a. Select Letter **B** for “Non Mdse” from the Modifier Options menu.
  - b. Select Gift Card (Letter **G**).
  - c. Enter the dollar amount for the gift card being purchased.
  - d. Swipe the card through the register with the magnetic stripe facing you.
  - e. Process the tender and complete the transaction.
  - f. Place the gift card in the special printed gift card holder available at the register counter.
2. Selling More than One
  - a. Press the **QTY** key.
  - b. Enter the number of gift cards being purchased (NOTE: Dollar amounts must be the same for all).
  - c. Select **B** for “Non Mdse” from the Modifier Options menu and Gift Card (Letter **G**).
  - d. Enter the amount.
  - e. Swipe each card once (the register will count down the number of cards swiped until the total quantity is reached.)
  - f. Complete the transaction as usual (you may ring up additional merchandise).
3. Redeeming Gift Card (fully redeemed)
  - a. Ring up purchase and total the transaction.
  - b. Enter the amount of purchase, or press ENTER for Tender Amount.
  - c. Select Tender Type **12** (Gift Card).
  - d. Swipe the Gift Card through the register with the magnetic stripe facing you.
  - e. Return the card to the customer.
  - f. If the customer does not wish to keep the fully redeemed gift card, place the redeemed card into the Paper documents drawer.
4. Redeeming Gift Card (with balance remaining)
  - a. Follow steps a-d listed above.
  - b. Return the card to the customer along with their register receipt (the card balance is displayed on the receipt as “Debit Card Balance: \$xx.xx)
5. Reloading Gift Cards
  - a. A customer may choose to reload a gift card at any time.
  - b. Follow above procedures for Issuing/Selling Gift Card.

## INSUFFICIENT FUNDS

1. After swiping the card at the register, the message will appear “Tender amount exceeds balance of xx.xx. [1] =Change tender amount to balance or [0] =Exit.
2. If the customer would like to use the remaining balance on the card, select 1.
3. If the customer does not want to use the remaining balance, select 0 and enter the new tender amount and alternate tender type.

## BALANCE INQUIRY

1. Select Letter **P** for “Gift Card Inquiry” from the Modifier Options menu.

2. Swipe the gift card.
3. Balance will be displayed on the screen. Press enter to continue.

### TENDER EXCHANGE

To redeem a gift card with a balance of \$9.99 or less.

1. Check the card balance by performing a balance inquiry.
2. Press Total
3. Enter the amount from the card to exchange.
4. Enter the tender type (12=Gift Card) and swipe the gift card through the register.
5. Enter the amount due the customer (this should equal the value of the gift card).
6. Select Tender Type "1" = Cash.

### **GIFT CERTIFICATE**

Paper gift certificates were issued prior to Gift Cards. Gift Certificates can only be applied towards merchandise. When applied towards a purchase, change due the customer, greater than \$5, will be issued in the form of a MOC (Merchandise on Credit). Change of \$5 or less will be issued in cash.

### PROCEDURES

1. Ring up purchase and total the transaction.
2. Input the amount of the Gift Certificate.
3. Select Tender Type "4" = Gift Certificate
4. Input the 13 digit Gift Certificate form number.
5. At the prompt to issue balance in Cash or Credit, select 1=credit or 2=cash.

For remaining balances greater than \$5, select 1=credit:

1. At Customer Profile Screen, press ENTER at Customer ID
2. Type in the customer's first name, press ENTER.
3. Type in the customer's last name, press ENTER.
4. Press ENTER, repeat until all remaining fields in profile screen are bypassed.
5. At register prompt, "Is customer Profile correct?" select Y, ENTER.
6. Place the redeemed Gift Certificate in the Paper Documents Drawer.
7. Give the customer their register receipt and the MOC that is generated with the remaining balance.
8. Sign the "Store Copy MOC Issued Refund" and place it in the Paper Documents Drawer.

### **BAR**

UCLA Students are able to charge textbook and computer store merchandise to their student BAR account. The maximum allowed for purchasing on their BAR account is \$3500. To accept BAR as a payment option, the BAR tender must be the first tender type entered in the transaction. If BAR tender is selected after other tender types have been entered, the system will display an error message. Additionally, if BAR tender is selected, all eligible merchandise in the transaction must be purchased with the BAR tender. Split payment of BAR eligible merchandise is not allowed. Exchanges are not allowed with SBAR transactions

### PROCEDURES

1. Ring up purchase and total the transaction (Eligible items will show as "sb" on the receipt).
2. Press ENTER for Tender Amount.
3. Select Tender Type "8" = BAR.
4. Enter the students 9 digit ID number by scanning the customers BruinCard or manually entering the number into the register.
5. The register will calculate the appropriate BAR tender amount based on the prices and taxes of eligible merchandise and the current outstanding balance of the customers BAR account.
6. At the prompt "Charge this amount to the customers BAR account?" Select Y for Yes.
7. If no additional balance is due, the transaction will complete. If additional payment is required (from non-eligible merchandise), the register will indicate the balance due. Select the tender amount and the tender type to complete the transaction.

### ROUNDING

The registers will on occasion round the tax down on SBAR transaction. When this occurs and a difference of pennies is due as a result, Select ENTER for Tender Amount and Tender Type 9 = Bar Diff.

### INSUFFICIENT FUNDS

After entering the customers BruinCard number, the message will appear "SBAR tender not allowed. Customer balance will exceed maximum amount allowed. Cancel SBAR tender input. Press enter to re-enter". Complete the transaction with an alternate form of payment.

### NON ELIGIBLE ITEMS

If there are no eligible items to be charged to the BAR account within the transaction, the message will read: "There are no merchandise qualified for SBAR tender. Cancel SBAR tender input. Press enter and re-enter".

### **CUSTOMER CHARGE**

Customer Charges are used by ASUCLA departments, UCLA departments and Commercial Accounts on the active S-Account listing to make purchases. See the Illustrations section at the back of the manual for a matrix containing information required to process a Customer Charge. All customers, except ASUCLA departments, must have proper back-up to charge merchandise. Customer purchases cannot exceed the amounts listed on the backup paperwork. For GSA accounts: Approval signatures must match signatures on file.

Check the hard copy of the S-account listing for all non-ASUCLA or non-UCLA accounts before processing Commercial accounts.

1. Check the customer's ID and documentation. Ensure that the customer is authorized to make the purchase.
2. Press the appropriate special discount key (if applicable) before scanning the merchandise.
3. Ring up the items and Total the transaction.
4. Enter the amount of the transaction and select **6** = Customer Charges for the Tender Type.
5. Enter the customer number (from the customer's form, if applicable).
6. Enter the LVO/PO# or applicable number (refer to the Customer Charge Matrix).
7. Press **ENTER** in the Date Field. The current date will be entered automatically.
8. Press **ENTER**, until prompted for Account #. Enter the Account Number (if applicable).
9. If any of the information needs to be changed, press "N". Otherwise, type "Y" and press **ENTER**.
10. Hand the first receipt to the customer. On the Store Copy list the customer's ID type and number and write the customer's telephone number or extension. Have the customer print his/her name, sign the receipt and print Identification number.
11. Staple the "Store Copy" to any paperwork and place it in the appropriate drawer.

### **VETERANS AFFAIRS – VOCATIONAL REHABILITATION**

Customers must present an authorized copy of the Vocational Rehabilitation, Chapter 31, Title 38 form in order to be eligible to make a purchase. If the customer does not have this form, refer them back to their counselor. They are NOT eligible to make a purchase without this form. An additional form with list of classes and a list of supplies is required. Only items listed for purchase are allowed. VA purchases must be processed tax exempt.

1. Check the manual copy of the "S Account" listing to verify eligibility and credit limit.
2. Type **G** and press **ENTER** for transaction level Tax Exempt. Input 000+your Service Area department number when prompted for "Enter Tax Exempt #".
3. Scan the merchandise.
4. Press S (subtotal), **ENTER** to determine the amount of the handling fee to be added to the transaction.

For purchase amounts less than \$50.00, calculate 10% of the subtotal for the handling fee. For purchases over \$50.00, enter \$5.00 as the handling fee.

5. Add the handling fee to the transaction by entering the appropriate dept/class for postage. See the illustrations section at the back of the manual for dept/class information.
6. Enter the correct amount (either 10% or \$5, whichever is least).
7. Complete the transaction as usual.

### **MOC (MERCHANDISE ON CREDIT)**

Store credits are issued in the form of a MOC. MOC's can only be applied towards merchandise. When MOC's are applied towards a purchase, change due the customer, greater than \$5, will be issued in the form of a new MOC. Change of \$5 or less will be issued in cash.

#### PROCEDURES

1. Ring up purchase and total the transaction.
2. Input the amount of the MOC.
3. Select Tender Type "10" = MOC Redeemed.
4. Enter the DOC # listed on the Credit Slip (MOC).
5. At the prompt to issue balance in Cash or Credit, select 1=credit or 2=cash.

For remaining balances greater than \$5, select 1=credit:

1. At Customer Profile Screen, enter the Customer # found on the MOC.
2. Have the customer sign the MOC being redeemed and place in the register drawer.
3. Give the customer the new "Credit Voucher" with the new remaining balance.
4. Sign the "Store Copy MOC Issued Refund" and place it with MOC's in the Paper Documents Drawer.

### **DEPOSIT**

Deposit Forms are used for merchandise that is special ordered or prepaid, a nominal deposit fee may be required at the time the order is placed. When the merchandise is picked up, the deposit is applied towards the payment of the transaction. Deposits do not expire.

#### PROCEDURES

Deposits are processed when the customer makes an initial deposit and when the customer uses it as a form of payment when picking up their special order.

1. Placing a Deposit
  - a. Press the register preset key (if available) or enter the appropriate dept/class number for the merchandise deposit.
  - b. Enter the price.
  - c. Continue to ring in other purchases as normal.
  - d. Accept payment for the transaction.
  - e. Press the **EDRS** key. At the register prompt "Specify endorsement type: (S)hort or (L)ong", select S, insert form and endorse in appropriate area on the form.
  - f. Retain the store copy of the form and place it in the designated area (determined by each department).
2. Completing the Deposit transaction:
  - a. Ring up the merchandise. Include any additional items.
  - b. Enter the amount of the Deposit.
  - c. Press "7" for the form of payment.
 

If the Deposit amounts equals the amount of the purchase:  
Complete the transaction as stated above.

If the Deposit is less than the amount of the purchase:  
Ask for another form of payment to sufficiently cover the remaining balance due.

If the Deposit is more than the amount of the purchase:  
Refund the difference in cash by pressing "1" for the form of refund.
  - d. Enter the eight digit form number on the Deposit form.
  - e. Endorse the Deposit form and initial.
  - f. Place the Deposit form in the appropriate slot of the Paper Documents Drawer.

## **BLOOD AND PLATELET REWARD CARD**

Blood and Platelet Reward cards are available for purchase at the UCLA Store in Ackerman Union by the Blood and Platelet Center. There are two different cards each with a preprinted amount on the front of the card (either \$5 or \$50). The cards may be used towards a purchase of any item at any UCLA Store location. Reward cards are a one time use card and cannot be reloaded, redeemed for cash or applied as payment to any account. Reward Cards are non-refundable and will not be replaced if lost, stolen, or destroyed. B & P Reward cards must be present to use.

### PROCEDURES

1. Redeeming B&P Reward Cards:
    - a. Ring up purchase and total the transaction
    - b. Press \$5 or \$50 for the tender amount.
    - c. Select 21 for tender type (B&P Reward Card)
    - d. Swipe the card at prompt to Enter Coupon Number.
    - e. Place redeemed cards with MOCs and Gift Cards at Closing.
- \*Cards may only be redeemed once.

### INSUFFICIENT BALANCE

- a. Ring up the purchase and total the transaction
- b. Press \$5 or \$50 for the tender amount.
- c. Select 21 for tender type (B&P Reward Card)
- d. Swipe the card
- e. The amount available on the card will be redeemed and register will prompt with Balance Due.
- f. Enter the second tender amount and type of payment.

## **MULTIPLE PAYMENTS**

A customer may use any or all of the payments listed towards a purchase. There is no limit on how many different tender types may be used. Each type of payment presented is transacted in the manner indicated in the previous sections until sufficient payment has been received. The receipt will generate once the full payment has been applied. When cash is a form of payment, the cash drawer will open at the end of the transaction. If a split tender transaction is voided after the first tender has been entered, the register will print the void receipt with the message "AUTO POST VOID" at the bottom of the receipt. An IPV slip will automatically print after the auto post void slip. Attach the IPV slip to the original void transaction receipt.

## **ITEMIZED RECEIPT**

A customer may request a descriptive receipt for Athletic, ROTC, business, or tax reimbursement purposes. An itemized receipt is usually issued at the time of purchase. It is not acceptable for refunds. Itemized Receipts forms are available at the Store Managers' Office. Complete the form as follows:

1. Print the customer's name at the top of the form.
2. Print the sales date and the transaction and register number on the line provided.
3. List each item and price under Description and Amount.
4. Indicate the Subtotal, Tax, and Total amount. If more than one form is necessary, subtotal each sheet, placing the tax total and the grand total on the final sheet.
5. Check the appropriate box indicating the form of payment.
6. Sign your name at the bottom of the form, where indicated.
7. Give the customer the white copy of the receipt.

## **COUPONS**

The UCLA Store accepts specially printed UCLA Store coupons. Follow the instructions that accompany

each promotion. Manufacturer's coupons are not accepted.

## ◆ TRANSACTION TYPES

### ASUCLA BENEFITS U REWARDS PROGRAM

Benefits U Rewards members can earn rewards based on their pre-tax purchases at all UCLA Store locations. Reward members are eligible to earn rewards on in-store and on-line purchases. Members will receive a \$5 off reward coupon after earning 300 points (\$1 purchase = 1 point). Additional \$5 off reward coupons are earned for each additional 300 points. Only full-time students are eligible to become a Benefits U Member.

#### PROCEDURES

1. Adding Customers to Reward Program
  - a. Ask the customer for their BruinCard
  - b. Press **RC** (Rewards Club) preset or select modifier **U**, **ENTER**.
  - c. Scan the barcode on the back of a new reward card and press **ENTER** at message.
  - d. Scan the customer's BruinCard or enter manually and press **ENTER** at message.
  - e. Select N for "No" and add the customer's email into the correct field.
  - f. When the register prompts again "Is customer profile correct?" select **Y**, **ENTER**.
2. Issuing Reward Coupons
  - a. Coupons will automatically be issued at the registers when the customer's point balance reaches each reward level.
  - b. Press the **RC** preset and scan the customer Rewards card or BruinCard.
  - c. Confirm the customer's email address and update if necessary.
  - d. Complete the transaction and hand the original receipt with attached reward coupons to the customer after placing it inside a promotional sleeve.
3. Redeeming Reward Coupons
  - a. Press the **RC** preset and scan the customer Rewards card or BruinCard.
  - b. Confirm the customer's email address and update if necessary.
  - c. Scan the barcode at the bottom of the Reward Coupon before scanning any items.
  - d. Ring in all items to be purchased. The reward amount will be taken off the total purchase amount.
  - e. Place the redeemed coupon into the Paper documents drawer.

#### DISCOUNTS

ASUCLA offers discounts to specific institutional customers or customer groups who, on an on-going basis, provide important services or otherwise add value to the UCLA Store or to ASUCLA.

Discounts are defined at the transaction level and are applied to discountable merchandise for a group of customers. Eligible customers must present the appropriate discount card or identification in order to receive the discount at the Point-of-Sale. The discount percentage, which is selected by the cashier at the time of purchase, is applied to all eligible line items. The transaction level discount percentage may be combined with a promotional markdown. No other stacking of discounts is permitted. Specifically there is no stacking of the Employee discount with ASUCLA Benefits U, One Day Sale discounts, or BookZone 20%, and 25% off titles.

#### EMPLOYEE DISCOUNT

Employees are eligible to receive a 20% discount on selected merchandise and services (see Page 9) within the UCLA Store. See the table below for eligibility and identification required.

Customer Type	ID Required	Register Preset Key
ASUCLA Student Employees	BruinCard	<b>EMP</b>
ASUCLA Employees (newly hired)	Temporary Discount Card	<b>SP 20</b>
ASUCLA Professional Employees	BruinCard	<b>EMP</b>

ASUCLA Retirees	BruinCard	<b>EMP</b>
ASUCLA Board Members	BruinCard	<b>EMP</b>
UCLA Faculty Emeriti and Spouses	Emeriti Card or BruinCard	<b>SP 20</b>

### PROCEDURES

1. Press **EMP** or **SP 20** key, as indicated above.
2. Type in your cashier ID number.
3. Type in the employee's 9-digit BruinCard ID number and press **ENTER**.
4. Proceed with the transaction as usual.
5. Press **TOTAL**. The total accounts for the discount reduction.
6. Remove the customer's receipt and press **ENTER**.
7. Have the customer print their department name and sign the employee discount slip.
8. Place the employee discount slips in a plastic documents bag with the bankcard drafts at closing.

### DEPARTMENT DISCOUNTS

The UCLA Store offers discounts to various on-campus groups for departmental purchases. See the table below for eligibility and identification required.

<b>Customer Type</b>	<b>ID Required</b>	<b>Register Preset Key</b>
ASUCLA Services and Enterprises	BruinCard	<b>SP 20</b>
Student Media Departments	BruinCard & Requisition	<b>SP 20</b>
Student Government Departments	BruinCard & Requisition	<b>SP 20</b>
UCLA Departments	UCLA ID & LVO/PO	<b>SP 10</b>
UCLA Hospital Departments	UCLA ID & LVO/PO	<b>SP 10</b>

1. Verify discount eligibility.
2. Press the appropriate discount preset key.
3. Process the transaction as usual.
4. Attach departmental paperwork to department charge slip.

### OTHER DISCOUNTS

The UCLA Store also offers discounts to select groups who provide important services and recognition. The Textbook Division offers a 20% discount on all discountable merchandise as part of the Textbook Department Requisition Program. BookZone Academic Support Program receive the same discount privilege. See the table below for eligibility and identification required.

<b>Customer Type</b>	<b>ID Required</b>	<b>Register Preset Key</b>
Textbook Requisition Program	Discount Card	<b>SP 20</b>
BookZone Academic Support Program	Discount Card	<b>SP 20</b>

1. Verify discount eligibility.
2. Press the appropriate discount preset key.
3. Process the transaction as usual.

### **RETURNS**

#### GENERAL POLICIES

The following is a general guideline in returning merchandise to the UCLA Store.

1. Merchandise purchased at the UCLA Store can be returned within 30 days from the date of purchase. See exceptions to the return policy.
2. All returns require supervisor authorization.
3. Merchandise returns can be processed at any department within the Store. Exceptions include specialized merchandise from the Health Sciences Store, Campus Beautique, Computer Store, Grad Etc., General Books and Textbooks.
4. All merchandise eligible for return must be in its original unopened packaging materials, in unused resalable condition.

5. ASUCLA employees must have a valid receipt for returns.
6. Customers must present identification if a valid receipt is not available. Acceptable forms of ID include California Drivers License, California Identification Card, or UCLA BruinCard.

#### VALID RECEIPT

If a valid receipt is available at the time of the return, the return transaction can be done according to the type of tender used during the purchase of the merchandise for the price reflected on the receipt.

1. Cash: Merchandise purchased with cash can be returned for cash if the total amount of the original purchase is less than \$500. Cash refunds greater than \$500 must be issued as a check and mailed to the customer within 10 business days.

#### **CASH REFUND AUTHORIZATION LEVELS:**

Student Customer Service Supervisor	up to \$300
Full-time Customer Service Supervisor	up to \$500

2. Check: Merchandise purchased with a Check can be returned for cash if the total due to the customer is less than or equal to \$150. Refunds greater than \$150 will be issued in the form of a MOC. At the time of issuance, the customer may decide to accept the MOC or wait 15 business days for the MOC to be converted to a check. **Exceptions:** *For Textbooks only*, refunds can be returned for cash for amounts up to \$300 if the customer presents a UCLA student identification card (BruinCard) at the time of the return. If the customer cannot present a BruinCard at the time of the return, the limit for cash refunds remains at \$150. *For Department of Rehab check returns*, Type Customers name and branch information (found on the original receipt) into the customer profile field for Credit Voucher before attaching to a Mail Check refund form. The form and credit voucher need to be forwarded to Accounts Receivable.
3. Credit Card: Refunds for merchandise purchased by credit card will be in the form of a credit to the same credit card account used when the merchandise was purchased.

#### **CREDIT CARD REFUND AUTHORIZATION LEVELS:**

Student Customer Service Supervisor	up to \$300
Full-time Customer Service Supervisor	up to \$500

4. BruinCard: Refunds for merchandise purchased by BruinCard will be in the form of a credit to the BruinCard account used when the merchandise was purchased.
5. Merchandise on Credit (MOC): Refunds for merchandise purchased with a MOC will be given in the form of a MOC. Customers must show valid identification such as California ID, California Driver's License, or UCLA BruinCard. At the time of issuance, the "Store Copy" of Merchandise credit must be signed by two employees.
6. Customer Charge: Refunds for merchandise purchased with a Customer Charge must be accompanied by the original register receipt. If a transaction discount was applied for the original purchase, a corresponding discount must be applied to the return. Refunds for merchandise purchased by Customer Charge will be in the form of a credit to the account number used when the merchandise was purchased.
7. Bar: Refunds for merchandise purchased using the customers BAR account will be in the form of a credit to the customers BAR account. Always select tender type 8 SBAR first for returns with a split payment. The SBAR must be selected as the first tender type. If SBAR is not selected, the error message will appear: "Some items were originally paid using SBAR. You must select SBAR as the first tender. Press enter and re-enter."
8. Gift Receipt: Refunds to customers presenting a gift receipt will be in the form of a MOC. Customers must show valid identification such as California ID/License or UCLA BruinCard. At the time of issuance, the "Store Copy" of Merchandise credit must be signed by two employees.

#### NO RECEIPT

If a valid receipt is not available at the time of the return, a Merchandise Credit (MOC) may be issued on an exception basis, subject to the listed approval levels. Customers are required to present identification

to the cashier at the time of the return. At the time of issuance, the "Store Copy" of Merchandise credit must be signed by two employees.

### NO-RECEIPT REFUND AUTHORIZATION LEVELS:

Student Customer Service Supervisor w/co-sign	up to \$150
Full-time Customer Service Supervisor	up to \$300
Customer Service Manager	up to \$500

### EXCEPTIONS TO RETURN POLICY

1. Course Reader Solutions
  - a. UCLA Course reader solution titles (digital and print) are not returnable.
2. Textbooks

Textbooks purchased at the UCLA Store can be returned only at the original purchase location. Textbook returns are allowed only at special registers setup for returns of Textbooks (e.g. Buyback in Ackerman).

  - a. Textbooks may be returned for full refund each academic quarter until Friday of the second week of classes.
  - b. Textbooks may be returned for the full refund within 24 hours of purchase weeks 3-4 of the academic quarter.
  - c. Textbooks are NOT returnable when purchased during weeks 5-Finals of the academic quarter.
3. General Books (BookZone, Lu Valle, Health Sciences)
  - a. The refund period for books is 14 days.
  - b. Test and Review materials are NOT returnable
  - c. Magazines, Periodicals, special orders, molecular model kits, bargain books, opened CDs and DVDs are NOT returnable
  - d. Law Outlines and Study Aids are NOT returnable when purchased during the last four weeks of the quarter.
  - e. Medical reference titles are NOT returnable.
4. Computer Store
  - a. Unopened computer hardware and peripheral sales are eligible for a refund within 14 days at the current selling price.
  - b. Opened software and licensed products are not returnable. Opened product return requests are subject to manager approval and will be subject to restocking fees up to 20%.
  - c. Defective software may be exchanged for the same title only.
  - d. Any return on computer equipment should be done at the Computer Store *only*.
  - e. Software must be returned at the UCLA Store (Ackerman or Health Sciences).
5. Medical and Dental Equipment

Selected equipment is non-refundable.

  - a. Return of medical/dental equipment should be at the Health Sciences Store only.
  - b. Stethoscopes may only be returned within 24 hours of purchase.
  - c. Federal law prohibits the return of any instrument that is for use in the oral cavity.
  - d. Merchandise purchased for California State Board licensing exams is NOT returnable.
  - e. Typodonts, articulators, compressors, and teeth are NOT returnable.
  - f. Custom embroidered items are NOT returnable.
6. Campus Boutique

Campus Boutique products may only be returned at the Boutique area, 30 days from purchase date. Original packaging must be intact. Receipts are required.
7. Graduation Etc. and Campus Photo Studio

Graduation Etc. and Campus Photo Studio items are NOT returnable.
8. Shipping Fees

Shipping fees are not part of the purchase price and are non-refundable.
9. Concessions Merchandise

Concessions merchandise must be returned at the Bearwear Department and requires the approval of a Full time Customer Service Supervisor. Refunds will be issued in cash up to \$150. Refunds over \$150 will be issued as a MOC according to the cash refund guidelines. Customers may receive a bankcard credit upon presentation of the original manual bankcard charge slip.

## ADDITIONAL NON-REFUNDABLE ITEMS

Aerobic wear	Bar charts
Clearance Merchandise	Eyewear
Gift Cards	Pierced Earrings
Swimwear	Underwear

## PROCEDURES

1. Cash/Check Transactions - Below \$500 for cash or below \$150 for checks
  - a. Press **N**, **ENTER**, and **B** (Return).
  - b. Input your Cashier ID number.
  - c. The screen will prompt for the original transaction, date of purchase, store, register, cashier ID and the drawer number (all information is located on the original receipt). Scan the barcode at the bottom of the receipt. If unable to scan barcode, type all required information, bypassing tax code and reason.
  - d. Scan the merchandise tag or input the item SKU.
  - e. Total the transaction.
  - f. Input amount of tender.
  - g. Select Tender Type "1" = Cash.
  - h. Count out payment to customer and give them the transaction receipt.
2. Cash/Check Transaction - \$500 and above for cash or \$150 and above for checks
  - a. Press **N**, **ENTER**, and **B**.
  - b. Input your Cashier ID number.
  - c. Scan the barcode at the bottom of the original receipt or enter information manually.
  - d. Scan the merchandise tag or input the item SKU.
  - e. Total the transaction.
  - f. Input amount of tender.
  - g. Select Tender Type "5" = MOC Issued.
  - h. Ask to see photo identification to verify customer name. Acceptable forms of identification are California ID, California Driver's License, or UCLA BruinCard.
  - i. At Customer Profile Screen, Press ENTER at Customer ID
  - j. First Name (required): Type in Customer's first name, press **ENTER** to move to the next field.
  - k. Last Name (required): Type in Customer's last name, press **ENTER** to move to next field.
  - l. Address (optional, if not issuing a check): Type in Customer's current mailing address.
  - m. Phone number (optional if not issuing a check): Type in Customer's number using xxx-xxx-xxxx.
  - n. At prompt "Is Customer Profile correct", answer Y/N, select letter and press **ENTER**.
  - o. Have the customer verify the address information on the Credit Voucher and sign the voucher.
  - p. Have a Career Manager complete the Mail Check Refund Form.
  - q. Attach the signed Credit Voucher (MOC) to the Mail Check Refund Form.
  - r. Give the transaction receipt to the customer.
  - s. Sign the "Store Copy MOC Issued Refund" and place it with MOC's in the Paper Documents Drawer.
  - t. Place all Mail Check Refund forms in a separate Plastic Documents Bag and deliver to the SMO.
3. Bankcard Transaction
  - a. Press **N**, **ENTER**, and **B**.
  - b. Input your Cashier ID number.
  - c. Scan the barcode at the bottom of the original receipt or enter information manually.
  - d. Scan the merchandise tag or input the item SKU.
  - e. Total the transaction.
  - f. Input amount of tender.
  - g. Select Tender Type 3 = Bankcard.
  - h. Make sure the Bankcard is the same as the one used in the original transaction. Swipe the customer's card and press **ENTER**.
  - i. Give the transaction receipt to the customer.
4. Bruin Card Transaction
  - a. Press **N**, **ENTER**, and **B**.
  - b. Input your Cashier ID number.
  - c. Scan the barcode at the bottom of the original receipt or enter information manually.
  - d. Scan the merchandise tag or input the item SKU.
  - e. Total the transaction.
  - f. Input amount of tender.

- g. Select Tender Type "11" = Bruin Card.
  - h. Swipe the customer's Bruin Card.
  - i. Give the transaction receipt to the customer.
5. MOC/Voucher Transaction
- a. Press **N**, **ENTER**, and **B**.
  - b. Input your Cashier ID number.
  - c. Scan barcode at bottom of receipt, or if no receipt, bypass all fields by pressing **ENTER**. At the date prompt, and message "Return transaction is not on file. Continue?" Select Y = yes.
  - d. Scan the merchandise tag or input the item SKU.
  - e. Total the transaction.
  - f. Input amount of tender (the amount should always match the transaction total).
  - g. Select Tender Type "5" = MOC Issued.
  - h. Ask to see photo identification to verify customer name. Acceptable forms of identification are California ID, California Driver's License, or UCLA BruinCard.
  - i. At the Customer Profile Screen, press **ENTER**
  - j. First Name (required): Type in Customer's first name, press **ENTER** to move to the next field.
  - k. Last Name (required): Type in Customer's last name, press **ENTER** to move to next field.
  - l. Address (optional if not issuing a check): Type in Customer's current mailing address.
  - m. Phone number (optional if not issuing a check): Type in Customer's number using xxx-xxx-xxxx.
  - n. At prompt "Is Customer Profile correct, answer Y/N", select letter and press **ENTER**.
  - o. Give the transaction receipt to the customer.
  - p. Hand the customer the Credit Voucher (MOC).
  - q. Sign the "Store Copy MOC Issued Refund"
  - r. Have another employee in your department review the return and refund amounts and co-sign the "Store Copy" receipt.
  - s. Place the "Store Copy" with MOC's in the Paper Documents Drawer.
6. Gift Card Transaction
- a. Press **N**, **ENTER**, and **B**.
  - b. Input your Cashier ID number.
  - c. Scan the barcode at the bottom of the original receipt or enter information manually.
  - d. Scan the merchandise tag or input the item SKU.
  - e. Total the transaction.
  - f. Input amount of tender.
  - g. Select Tender Type "5" = MOC issued for amounts \$5 or greater. For amounts less than \$5, Select Tender Type "1" = Cash.
7. Gift Certificate Transaction
- a. Press **N**, **ENTER**, and **B**.
  - b. Input your Cashier ID number.
  - c. Scan the barcode at the bottom of the original receipt or enter information manually.
  - d. Scan the merchandise tag or input the item SKU.
  - e. Total the transaction.
  - f. Input amount of tender.
  - g. Select Tender Type "5" = MOC issued for amounts \$5 or greater. For amounts less than \$5, Select Tender Type "1" = Cash.
8. BAR Transaction
- a. Press **N**, **ENTER**, and **B**.
  - b. Input your Cashier ID number.
  - c. Scan the barcode at the bottom of the original receipt or enter information manually.
  - d. Scan the merchandise tag or input the item SKU.
  - e. Total the transaction.
  - f. Input amount of tender.
  - g. Select Tender Type "8" = BAR.
9. Customer Charge Transaction
- a. Press **N** and **B** (unless a transaction discount is applicable).
  - b. Input your Cashier ID number.
  - c. Scan the barcode at the bottom of the original receipt or enter information manually.
  - d. Scan the merchandise to return and Total the transaction.
  - e. Ring up the items and Total the transaction.
  - f. Enter the amount of the transaction and select **6** = Customer Charges for the Tender Type.
  - g. Enter the customer number.

- h. Enter the LVO/PO# or applicable number (refer to the Customer Charge Matrix).
- i. Press **ENTER** in the Date Field. The current date will be entered automatically.
- j. Press **ENTER**, until prompted for Account #. Enter the Account Number from the original receipt.
- k. If any of the information needs to be changed, press "N". Otherwise, type "Y" and press **ENTER**.
- l. Hand the transaction receipt to the customer. On the Store Copy list the customer's ID type and number and write the customer's telephone number or extension. Have the customer print his/her name, and sign the receipt.
- m. Place the "Store Copy" in the appropriate drawer.

\*Back up paperwork is not required. However, the original register receipt is required to initiate a Customer Charge return.

#### 10. Blood and Platelet Transaction

- a. Press **N**, **ENTER**, and **B**.
- b. Input your Cashier ID number.
- c. Scan the barcode at the bottom of the original receipt or enter information manually.
- d. Scan the merchandise tag or input the item SKU.
- e. Total the transaction.
- f. Input amount of tender.
- g. Select Tender Type "5"= MOC issued for amounts \$5 or greater. For amounts less than \$5, Select Tender Type "1"= Cash

#### 11. Employee Transaction

- a. Press **N** and **D** (Employee Return). Input your Cashier ID and then the ID of the customer.
- b. Scan the barcode at the bottom of the original receipt or enter information manually.
- c. Scan merchandise to return and complete transaction.
- d. Have employee sign "Store Copy" receipt and place in the paper documents drawer.

#### 12. Gift Receipt Transaction

- a. Press **N**, **ENTER**, and **B**.
- b. Input your Cashier ID number.
- c. Scan the barcode at the bottom of the original receipt or enter information manually.
- d. Scan the merchandise tag.
- e. Total the transaction.
- f. Input amount of tender.
- g. Select Tender Type "5"= MOC issued for amounts \$5 or greater. For amounts less than \$5, Select Tender Type "1"= Cash.

## EXCHANGES

The exchange function can be used when a customer wants to return merchandise and exchange it for other merchandise.

### PROCEDURES

1. Press **EXCH** pre-set, or **N** and **H** (Exchange).
2. Input Cashier ID number.
3. When prompted, enter transaction number, date of original purchase, store number, register number, salesperson ID and drawer number (should be "1") from the original receipt. Bypass reason and tax code.
4. At prompt to "Enter Exchange Prod. ID," scan all the items to be returned and press **TOTAL**.
5. Scan the new merchandise being purchased and press **TOTAL**.
6. Complete the transaction.

\*If the new purchase is less than the original amount, return the balance due to the customer based on original payment type or if receipt is not available, issue balance due in MOC.

\*NOTE: DO NOT USE THIS FEATURE FOR EMPLOYEE, BAR, OR CUSTOMER CHARGES.

## NO SALE

If you need to open the till for any reason (i.e. making change), press **N**, **ENTER**, and **G** (No Sale). Enter your 9-digit Cashier ID number when prompted. This will open the register and produce a receipt. On the receipt, write your initials to identify who performed the "NO SALE" and place it in the Opening/Closing Plastic Document Bag on the register. Customer's requesting change at the registers may be accommodated within reasonable limits. Rolled coin may be given out at one roll per denomination and change for currency of \$20 or less.

## IPV VOIDS

IPV voids are only executed if the transaction has been completed and a receipt has been generated. IPV voids should be done immediately after a transaction has occurred and are performed by Student Supervisors (SCS) or full-time professional staff. IPV voids must always be performed on the register where the transaction originated. Completed IPV voids should be stapled to the original receipt and placed in the Opening/Closing Plastic Document Bag on the register. An eligible employee other than the person who originally performed the transaction should execute the IPV.

Reasons for transaction IPV voids:

1. The customer changed their mind about a purchase and the transaction has been completed.
2. Cashier entered incorrect tender information and a receipt has been generated.

## TAX MODIFICATIONS

Tax Exempt, Manual Tax, Alternate Tax, and Tax Exempt Item are the various tax modifications available.

There are a variety of customer groups who are taxed differently than the standard local tax. These eligible groups include:

1. Veterans Affairs (customer charge only)
2. IRS (customer charge only)
3. ROTC (customer charge only)
4. Mail-order (shipping outside of California)
5. Re-sellers (with valid reseller's permit)
6. Federal Agencies (with valid ID)
7. Foreign Consular Officers (with valid ID)

## PROCEDURES

1. Tax Exempt Transaction
  - a. Verify the customer's ID or permit (if applicable)
  - b. Press **G** and **ENTER**.
  - c. At Enter Tax Exempt # prompt, type in the appropriate eligibility ID number. If not applicable, type in 000 + your Service Area Number.
  - d. Ring in all of the items.
  - e. Press **TOTAL**.
  - f. Complete and process the UCLA Store Tax Exemption Record for Federal Agencies, Foreign Consular Officers, or re-seller transaction with the following information:
    - 1) Purchaser, i.e. customer's name
    - 2) Date
    - 3) Service Area Number
    - 4) Cashier initials
    - 5) Sales total
    - 6) Check the appropriate box for customer type
  - g. Attach copies of re-seller permits or foreign consular cards, if applicable.
  - h. Validate the right side of the form and place it in the Opening/Closing Plastic Documents Bag.
2. Alternate Tax Table
  - a. Press **I**.
  - b. Select the appropriate tax percentage.
  - c. Scan the Merchandise
  - d. Complete the transaction as usual.
3. Tax Exempt Item
  - a. Press **J** (Tax-modify item).
  - b. Scan the Item.
  - c. Complete transaction as usual.
4. Manual Tax
  - a. Press **H**.
  - b. Scan all merchandise.
  - c. Press **TOTAL**.
  - d. Enter amount of tax.

## ◆ REGISTER NEEDS

### EVEN EXCHANGES

1. Notify a Student Supervisor of your register's change needs. Do not wait until the change is nearly exhausted before you contact a Student Supervisor.
2. The Supervisor will determine the amount of money of each denomination the register needs.
3. Count out an equal amount of currency from the register.
4. Keep the yellow copy of the Cash Exchange Voucher while the Supervisor obtains change.
5. Count the change presented by the Supervisor.
6. Verify that the amount received is the same as the amount stated on the yellow copy of the Cash Exchange Voucher.
7. Place the yellow copy of the Cash Exchange Voucher on top of the pink copy and sign under "Register Operator".
8. Place the yellow copy in the register drawer and return the pink copy to the Store Office.

### ADDS

When additional funds are needed, notify a Student Supervisor. These funds are obtained in the following manner:

1. Notify a Supervisor of your register's need for additional funds.
  2. Verify the Add presented by the Supervisor.
  3. Place the yellow copy of the Cash Exchange Voucher on top of the pink and sign.
  4. Return the pink copy to the Store Office.
  5. Place the yellow copy in the register drawer.
- The Supervisor should input the cash amount added to the register using the Record Cash In feature.

### DRAGS

Request cash removal whenever a register meets any of these conditions:

- a. Excessive one's, five's, or ten's.
- b. Accumulation of two or more stacks of \$20's.
- c. An accumulation of \$50 or \$100 bills.
- d. Manager's discretion.

Only a Store Manager is authorized to remove cash from a register.

1. Notify a Student Supervisor whenever any of the first three conditions are met. The Supervisor will notify a Store Manager.
2. A Cash Exchange Voucher is required to process a Drag. The cashier signs the CEV when the cash is removed.
3. The Manager performing the Drag will leave the yellow copy of the form at the register.
4. Place the yellow copy in the register drawer.

The Manager or Supervisor should input the cash amount "dragged" or taken from the register by using the Record Cash Out feature.