

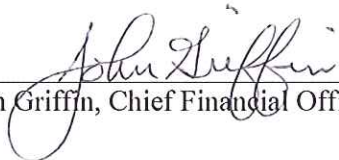


The University Corporation  
Research, Investments and Commercial Services  
California State University, Northridge

Procedure Number: CO002

Date: March 7, 2005

Revised On: June 12, 2012

  
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John Griffin, Chief Financial Officer

Title: Procedure for Food Service Sales Returns

Statement:

This procedure provides guidance to food service personnel regarding the proper handling of sales returns.

Procedure:

1. Apologize to the customer and inform him/her that the return will be taken care of right away.
2. Ask the supervisor for assistance.
3. Perform the return transaction on the Infogenesis point-of-sales system:
  - a. Ring in the item the customer is returning, or use the recall check function to recall the check.
  - b. Go to the tender screen.
  - c. Touch the *return item* button
  - d. At this point the supervisor will need to swipe his/her card for authorization.
  - e. Use the appropriate tender at this time. If the customer used a credit card, you can swipe it and the terminal will credit the account. If the customer paid with cash, return the money.
  - f. Using the *print last receipt* button, print a copy of the refunded transaction.
  - g. The cashier writes the reason for the return on the receipt, signs it, and has the supervisor sign it.
  - h. **ALL** returns must have two employee signatures.
  - i. **ALL** return receipts must be attached to the Daily Sales Report at the end of the shift and forwarded to the cash room for tracking. (*See: TUC Procedure for tracking Food Service Sales Returns, dated 3/7/05*)
4. **UNDER NO CIRCUMSTANCES** may the cashier return money to a customer and complete the return with the supervisor at a later time. Even if it inconveniences the customer somewhat, the return must take place with the customer and two employees present.

Distribution: Cashiers  
Supervisors  
Managers