



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

Procedure Number: CO004

Date: March 7, 2005

Revised On: June 12, 2012


John Griffin, Chief Financial Officer

Title: Procedure for Investigating Food Service Sales Returns

Statement:

This procedure provides guidelines for the investigation and documentation of questionable sales return item transactions.

Procedure:

1. It is the responsibility of Food Management personnel to monitor the Return Item Tracking Form, (*Attachment 1*), on a daily basis to ensure that proper procedures are being followed, and to immediately investigate suspicious activity. (*See: TUC Procedure for tracking Food Service Sales Returns*)
2. Thresholds of \$20.00 per day and/or \$150.00 per month per food service unit have been established. Should either of these thresholds be reached, follow up by Food Management personnel will be initiated.
3. The unit supervisor is responsible for explaining questionable transactions. If an appropriate explanation is given, Food Management personnel will suggest ways to ensure that sales return item transactions are handled according to procedure.
4. If an inappropriate or no explanation is given, Food Management personnel will review the *TUC Procedure for Food Service Sales Returns* with the supervisor and reiterate the importance of adhering to the procedure. A verbal warning will be issued and entered into the unit supervisor's personnel file.
5. If failure to adhere to procedure continues after initial management intervention, further disciplinary action will ensue as per TUC Human Resources Policy. Verbal warnings, written warnings, and termination are all within the scope of TUC Human Resources Policy. Criminal prosecution, when warranted, will be pursued. Copies of all suspicious transactions and any disciplinary notices for failure to adhere to the *TUC Procedure for Food Service Sales Returns* will be kept in the unit supervisor's personnel file. Wherever applicable, corroborating video surveillance will be recorded and kept in the file as well.

Distribution: Supervisors
Managers

The University Corporation
Food Service Return Item Tracking Form

	The Exchange				The Marketplace				Total of all Units			
	from reports	from receipts	\$variances	#variance#	from reports	from receipts	\$variances	#variance#	from reports	from receipts	\$variances	#variance#
1 F			-				-				-	
2 Sa			-				-				-	
3 Su			-				-				-	
4 M			-				-				-	
5 Tu			-				-				-	
6 W			-				-				-	
7 Th			-				-				-	
8 F			-				-				-	
9 Sa			-				-				-	
10 Su			-				-				-	
11 M			-				-				-	
12 Tu			-				-				-	
13 W			-				-				-	
14 Th			-				-				-	
15 F			-				-				-	
16 Sa			-				-				-	
17 Su			-				-				-	
18 M			-				-				-	
19 Tu			-				-				-	
20 W			-				-				-	
21 Th			-				-				-	
22 F			-				-				-	
23 Sa			-				-				-	
24 Su			-				-				-	
25 M			-				-				-	
26 Tu			-				-				-	
27 W			-				-				-	
28 Th			-				-				-	
29 F			-				-				-	
30 Sa			-				-				-	