Procedure Number: CO002

Date: March 7, 2005
Revised On: September 1, 2017

Title: Procedure for Food Service Sales Returns

Statement:

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

Procedure:

a. Apologize to the customer and inform him/her that the return will be taken care of right away.
b. Ask the supervisor for assistance if needed.
c. Perform the return transaction on the Infogensis point-of-sales system:

i. Option 1: To be used when the customer does not have their receipt. A supervisor card will be required for this transaction.
   1. Ring in the item
   2. Go to the tender screen.
   3. Touch the return item button
   4. At this point the supervisor will need to swipe his/her card for authorization.
   5. 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.

ii. Option 2: To be used when customer has their receipt. A supervisor card will be required for this transaction.
   1. Go to function screen
   2. Press Closed check button
   3. Enter Check Number
   4. If the entire check needs to be refunded, press refund.
   5. If multiple items are on the check, but not all should be refunded, press Re-Open check.
   6. Highlight the item(s) to be returned.
   7. Go to the tender screen and press return item, finish transaction.
   8. If the customer paid with Credit Card, their card will be credited at that time.
   9. If the customer paid with cash, return the money.
d. Using the print last receipt button, print a copy of the refunded transaction.
e. The cashier writes the reason for the return on the receipt, signs it, and has the supervisor signs it, whenever a supervisor is present. If no supervisor is present, another employee should sign it. If no other employee is present, the morning supervisor or Manager should sign it before turning into the cash room.
f. If option 2, attach this receipt to the original receipt that the customer brought in.
g. These receipts should be kept in a designated area until removed by a supervisor or manager for purposes of logging (see h. below).
h. 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, procedure #C0003)
i. A supervisor or Manager must log returns daily on the Return log. (See attached)
j. The opening supervisor and the Unit manager must review the return log daily. Any suspicious or questionable data patterns should be brought to the attention of the Chief Financial Officer and/or one of the Associate Directors or Director of Food Services.

4. UNDER NO CIRCUMSTANCES may the cashier enter a refund into the system without the customer present